



# Buxton Primary School

Aylsham Road, Buxton, Norwich, NR10 5EZ

Telephone: 01603 279357 Fax: 01603 279296

Email: [head@buxton.norfolk.sch.uk](mailto:head@buxton.norfolk.sch.uk)

Headteacher: Mrs Juliet Stops

Achieving Excellence Together

# BUXTON PRIMARY SCHOOL

## Volunteer Handbook 2026/27



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2023 - 2024



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FROM THE DIANA AWARD



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Dear Volunteers,

Welcome to our school and thank you for volunteering to work with us. We all hope that this booklet will be of some help to you as you strive to become familiar with the routines of our life here at Buxton Primary School. It is our hope that you will enjoy being a volunteer.

The quality of education we can offer our children is greatly enhanced by the extra time, experience and practical help that you have been kind enough to offer. In order for you to know exactly what is expected of you, we have prepared this booklet and we hope it makes you feel valued and welcome.

Firstly, and probably most importantly, discretion is vital. We have a confidentiality policy in school whereby any information that you may see or hear is to remain confidential. This is not only in relation to the school and its staff but also individual children. It is only the class teacher or a member of SLT who will share information with parents/carers about their child.

It is a requirement of any volunteer undertaking regulated activity to be DBS cleared (enhanced) in line with the schools policy on safeguarding, as well as having read Keeping Children Safe in Education 2024 (KCSIE) Part 1. The link to this document is as follows:

[https://assets.publishing.service.gov.uk/media/66ce094e8e33f28aae7e1f6d/Keeping\\_children\\_safe\\_in\\_education\\_2024\\_part\\_one.pdf](https://assets.publishing.service.gov.uk/media/66ce094e8e33f28aae7e1f6d/Keeping_children_safe_in_education_2024_part_one.pdf)

In line with the schools child protection policy and the school's commitment to safeguarding, it is important that you report any safeguarding concerns to one of the 4 designated leads in school as soon as possible. Our safeguarding team is Mrs Stops (Headteacher), Mrs Hall (Business Manager), Miss Weir (Pastoral Lead) and Mrs Buchanan (Deputy Headteacher and SENDCo).

## OUR SAFEGUARDING TEAM



**Juliet Stops**



**Kelly Hall**



**Becky Weir**



**Jo Buchanan**

**Safeguarding Governor: Maggi Heavey**



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You will be asked to work under the class teacher's direction and they will support you and explain to you what they would like you to do. If something is not clear, please just ask. If you have any special skills or knowledge, which you would like to share, please let us know. If you are volunteering to help the school with an educational visit then the Group leader will provide you with the information needed, this will include any risk assessments and visit planning.

Once again, a huge thank you for volunteering with us. Without your help we would not be able to offer the wide range of wonderful activities and opportunities to our children.

## Vision & Ethos

At Buxton Primary School, we believe in preparing our children to become responsible and well-rounded individuals who are prepared for a future beyond school life. We do this by providing a meticulously planned curriculum which is relevant, broad, balanced and exciting. This is interweaved with a whole-school growth mind-set approach; this focusses on supporting the children to become motivated and resilient learners who show perseverance and grit when faced with challenges. Alongside this we strive for our children to develop strong moral compasses by promoting positive behaviours that are upheld by British Values; these are known as the Buxton Core Values.

## Statement of School Aims

1. To provide high quality learning opportunities within a broad, balanced and exciting curriculum that is relevant and provides all children with the opportunity succeed academically.
2. To develop children socially, emotionally, physically and creatively within a nurturing environment.
3. To instil a growth mid-set approach in order to develop children's resilience when they face challenges both in their learning and everyday lives.
4. To provide a safe, welcoming and inclusive environment where everyone is valued, listened to and respected.
5. To provide opportunities for the children to learn about the wider world, current worldly issues and our impact on the environment in order to give them a broad and accepting view of the world around them.
6. To be a pillar within our community by nurturing strong partnerships and positive relationships with parents, carers, governors and across the wider community.
7. To encourage and enable the continuous professional development of staff, ensuring effective communication between all.
8. To recognise and celebrate success in all aspects of school life.



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## MEDICAL INFORMATION

### Pupils

If a child becomes unwell during the school day, they should be referred to a first aider. All school employed adults are first aid trained. If a child is unwell and needs to be sent home, a member of school staff will contact the parent/carer.

We have 2 first aid areas in school, one is in key stage 2 and the other in key stage 1.

If a child becomes unwell during an off-site visit, they should be referred to a first aider / group leader. If a child is unwell and needs to be sent home, a member of school staff will contact the parent/carer.

### Head bumps

If a child receives a bump to the head, they must be referred to a first aider for appropriate treatment. With all head bumps we contact the parent/carer by telephone to notify them of this injury, irrespective of whether the child appears fine and well. With concussion this can sometimes present later in the day, so it is important that parents/carers know their child has had a head bump, so they can monitor and keep an eye on their child after school.

### Epi-pens and Inhalers

Children with prescribed epi-pens and inhalers have completed medical administration forms. Epi-pens and inhalers will be taken from school for any off-site visits. The first aider/group leader will be responsible for looking after them. Mobile first aid kits and sick bowls are taken on off-site visits.

### Staff and Volunteers

With regards to health and safety in the school it is extremely important that you inform a member of the SLT / Class Teacher of any medical condition (physical or mental) that you personally have. You should also complete the next of kin contact details form in case of any emergencies whilst you are with us volunteering.



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## SAFEGUARDING INDUCTION SHEET FOR NEW/SUPPLY STAFF AND VISITORS AND VOLUNTEERS TO OUR SCHOOL

We all have a statutory duty to safeguard and promote the welfare of children and at our school we take this responsibility seriously.

If you have any concerns about a child or young person in our school, you must share this information immediately with our Senior Designated Professional (The Headteacher) or one of the alternate post holders.

Do not think that your worry is insignificant if it is about hygiene, appearance or behaviour – we would rather you told us as we would rather know about something that appears small than miss a worrying situation.

**If you think the matter is very serious and may be related to child protection, for example, physical, emotional, sexual abuse or neglect, you must find one of the designated professionals detailed below and provide them with a written record of your concern. A copy of the form to complete is available from the school office – please ensure you complete all sections as described.**

**If you are unable to locate office staff, please ask an alternative member of staff to help you find someone, stating the matter is urgent and confidential. Alternatively, seek out a member of the School Leadership Team.**

Any allegation concerning a member of staff, a child's foster carer/Parent or a volunteer should be reported immediately to the Headteacher or the Senior Leader in charge. If an allegation is made about the Head teacher you should pass this information on to the Chair of the Governing Body. The People you should talk to in school are:

|                 |                               |                                       |
|-----------------|-------------------------------|---------------------------------------|
| Juliet Stops    | Headteacher                   | 01603 279357 (office by reception)    |
| Kelly Hall      | Business Manager (SLT)        | 01603 279357 (office by reception)    |
| Becky Weir      | Pastoral Teaching Assistant   | 01603 279357 (Nurture Cabin p/ground) |
| Joanne Buchanan | Senior Teacher & SENDCo (SLT) | 01603 279357 (Sensory room off hall)  |

**At Buxton Primary School we strive to safeguard and promote the welfare of all of our children.**



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## What is safeguarding?

Safeguarding covers all aspects of keeping the children and staff safe in our school. It includes Child Protection procedures, safer recruitment, conduct of all adults working in or visiting our school (both voluntary and employed), pastoral care such as first aid, health and safety and areas such as use of phones, images and confidentiality.

## What do I need to do?

### You need to make sure you adhere to the following procedures:

- Do not have a mobile phone in class with you, or at any time when working with the children. Phones should be left in the office or the staffroom.
- Never take photographs of the children here on a mobile phone or personal camera, or use any form of video photography.
- If you are a student and have to take any photos for a course, you must get the permission of the Headteacher and also the parents, via the Headteacher. If permission is given, you must never use names of the children when adding the photos to your work.
- If you use a social networking site, such as Facebook, you must **never** talk about the school, the staff or the children on it. This includes comments about your time here, stories about the children etc. This would be a huge breach of confidentiality and your placement/role in school would be stopped immediately.
- Remember our strict rules on confidentiality. You must **not** discuss the children, staff or school with anyone outside of the school. What happens in school is confidential, that means you do not talk about it to anyone. If you have a concern about something that is happening in the school, you must speak to the Headteacher or a member of the SLT in the first instance.
- If a parent asks you a question about their child as you have been in contact with that child in school, you must never share any information with them of any sort. This includes comments about their progress, behaviour, friendships or difficulties. Refer them back to the Class Teacher or Headteacher if they want any information.
- Never take a child to the toilet or assist them if they have had an 'accident'. This is for school staff only.
- Never open the external doors for others. Also, never let children out of the external doors. Ensure a staff member does this as we need to sign them out.
- Do not pick up the children or be 'over familiar' with them.



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## What should I do if a child says something to me that causes concern or I hear or see something that causes concern?

We work very hard to make sure the children feel safe in our school. This means that they are trusting of the adults they come into contact with here. As a result of this, you may find that children tell you something about themselves that causes concern. They may tell you things such as:

- Someone hit me at home last night or someone hurts me.
- Someone touched me where they shouldn't.

You may notice an injury or see behaviour that may concern you and could indicate that they may not be safe or are at risk of harm. If this happens, you **must** keep to the following procedures:

- Make a note of the comment made or what you have seen or heard and speak immediately to the class teacher or one of the Designated Safeguarding Leads (DSLs). This means they are responsible for all Child Protection procedures and have to make sure that all the procedures are followed correctly to keep the child safe.
- Fill in a Child Protection concern sheet with the class teacher or one of the DSL's. Stick to the facts and only write down what was actually said or observed.
- **Never** ask the child any questions about what they have said. This is not allowed. If they say something to you, you must listen and no more. Do not comment on what they have said.
- **Never** make any promises about what will happen next. Do not say that you will keep it a secret, even if they ask you to. You can explain that you need to tell a Class Teacher or the Headteacher so they can help them.
- **Never** talk about what you have been told with **anyone** else, including other staff members. Child Protection is on what is called a 'need to know basis.' That means we only tell people that need to know, which is usually the Class Teacher and the Headteacher/SLT.
- **Never** tell a parent, even if you know them as a friend, if their child has said something in school, or if you have been told something. Never talk to anyone outside of school about things a child has said or done
- You may be given some confidential information about a child, such as we are monitoring them for bruises/behaviour etc. This is very rare, but if it does happen never share any confidential information you may have been told about a child with anyone else.
- If you notice a mark/bruise etc on a child and you are concerned about it, **do not** question the child about it. Report it to the Class Teacher or Headteacher. Again, do not discuss this with others.
- On arrival, you will have been given a leaflet identifying who you go to should you have a concern.



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## What else do I need to know?

This guide should tell you the most important facts about what you need to do. In addition, you should ensure you are a role model for good behaviour. We do not tolerate swearing, inappropriate language, inappropriate dress or behaviours. We expect all staff and visitors to treat each other and the children with respect and to behave in a professional manner at all times.

We will terminate any placement or role if we have any concerns about unsafe conduct in line with our procedures.

## Summary

- The designated safeguarding leads for Child Protection are the Headteacher / Business Manager / Pastoral Teaching Assistant / Deputy HT and SENDCo. All staff have had safeguarding training.
- All staff and visitors, including students and temporary staff, are bound by confidentiality.
- A range of policies relating to safeguarding and child protection are available from the office or on the website if you wish to look at them in more detail. If you are in school on a regular basis, you may find this useful.
- All Child Protection concerns must be dealt with as set out in this leaflet and the school policy. It is very important if a child says something of concern to you, or you hear or see something that causes you concern, that you do the following:
  - Listen or observe carefully, reassure them if necessary but do not interrupt.
  - Remain calm and do not get 'emotional'.
  - Do not ask questions, do not look shocked or distasteful and do not make negative comments.
  - Do not display disbelief; do not promise to keep a secret.
  - Make a note of the facts and the disclosure.
  - **Never** delay in passing the information on to one of the designated safeguarding leads. Do not leave the building without passing this on immediately.

The designated safeguarding lead will need to know:

- The name of the child
- Where you were when the child said something to you/you observed something
- If anyone else was with you



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- What they said – words and descriptions or what you saw or heard
- What you did and said
- If you were shown an injury, and if so what colour/size does it look like
- If it was a disclosure of a sexual nature

Forms to help you record this information are pinned on the noticeboard in the staffroom or attached to the back of the Safeguarding and Child Protection Policy.

**Please remember that such cases are quite rare and you may never have a child disclose something to you or notice anything of concern, but it is important you know what to do if they do.**

**If you are unsure of anything you see or hear, you MUST tell one of the Designated Safeguarding Leads. If you are unsure of where they are, please ask at the school office, stating you have a safeguarding concern – a member of the office staff will take you to them directly.**

**Thank you for your support.**



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## HEALTH & SAFETY INFORMATION

The Governing Body is responsible for health and safety within all areas of the schools undertakings and is answerable to the Local Authority for its actions, on behalf of whom it makes decisions. The Headteacher/SLT has responsibility for the day-to-day operation of health and safety and welfare policies and practices.

We are responsible for ensuring that safe working conditions are maintained for pupils, other employees, visitors and members of the public.

### Health & Safety Policy

All visitors are subject to the Health and Safety at Work Act 1974 and Norfolk County Council regulations whilst on the premises. A copy of this policy may be obtained from the school office.

### No Smoking

Please observe our NO Smoking policy on all areas of our school site. This applies at all times.

### Emergency

In the case of an emergency, the fire alarms will sound continuously. Please leave the building by the nearest exit and report to either the KS1 or KS2 playground to meet with your Class Teacher.

### Fire Safety

Fire drills will take place regularly. These will not be announced in advance. Please make yourself aware of fire exits and read the 'Fire Action Notice' (one in each room). If you see that a fire exit is blocked please remove any items that you are able to or report it to the school office.

### Your Own Child/ren

If there is an incident involving your own child/ren, please do not deal with this. Our school staff are extremely experienced in resolving issues between children and will do so in a restorative manner following our school policies and procedures. If you have any concerns, please speak with another school adult who will be able to help.



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