



Leamington Federation
Sydenham Primary School and Lighthorne Heath Primary School
Confidentiality Agreement for Volunteers

As part of our safeguarding and data protection arrangements, all parent helpers, volunteers and work experience students are required to read these guidelines and sign this Confidentiality Agreement before beginning their placement or volunteering role.

This means:

- If you are involved in activities such as hearing children read, you must not discuss a pupil's progress, attainment, behaviour, personal circumstances or support needs with other parents/carers or anyone who does not have a legitimate professional need to know. If a teacher asks you to write in a Reading Diary, comments should be brief, factual, positive and limited to the activity completed.
- You may, because of your presence in school, see or hear personal information about pupils, families or staff, including assessment, medical, SEND or safeguarding information. This information is confidential and must not be copied, photographed, removed from school, discussed outside school or shared with anyone who does not need it for their role.
- When working in the classroom, you should only access pupils' books, records, displays or electronic information where this is necessary for the task you have been asked to support.
- Pupil behaviour, incidents and other sensitive matters must never be discussed with other parents/carers. Any concern should be reported promptly to the class teacher or, where it is a safeguarding concern, directly to the Designated Safeguarding Lead (DSL) or a Deputy DSL.
- You must not take photographs, video or audio recordings of pupils, staff or school information on a personal device, or use personal messaging or social-media accounts to communicate about pupils or school matters.
- Please keep the attached Guidelines for Volunteers for reference. They form part of this agreement and explain the safeguarding, conduct and practical arrangements that apply while you are volunteering in school.

We have attached our guidelines for volunteers in school which you should keep for reference. We hope you find them helpful.

With thanks

Juliette Westwood

Juliette Westwood
Executive Head Teacher

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I have read and understood the Confidentiality Agreement and Guidelines for Volunteers. I agree to maintain confidentiality, follow the school's safeguarding and data protection procedures, and raise any concerns promptly with the appropriate member of staff. I understand that a breach of these requirements may result in my volunteering placement being ended and, where appropriate, further safeguarding or legal action being considered.

Signed: Date:

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WELCOME TO OUR SCHOOL

Thank you for your interest in volunteering at Sydenham / Lighthorne Heath Primary School.

Volunteering can take many forms and we appreciate the help that our volunteers give us to support the work of the school.

We value our volunteers and we hope that you will enjoy working with us.

We have produced this guide to help you feel comfortable working in school and we hope that you will also feel able to ask any questions as they arise. The points of contact for volunteers are as follows:

- the class teacher with whom you work
- the school office staff
- the Associate Head Teacher
- The Executive Head Teacher

What procedures do I need to follow to help at school?

Anyone wishing to volunteer must first contact the school office and complete the school's safer recruitment and safeguarding checks appropriate to the role. From 1 September 2026, volunteers who undertake regulated activity with children frequently or overnight must have an enhanced DBS check including Children's Barred List information. The school will determine the checks required for each role in accordance with current statutory guidance and will record the outcome of its checks and risk assessment.

Before starting, volunteers will receive an appropriate safeguarding induction, including how to identify and report concerns, who the Designated Safeguarding Lead (DSL) and Deputy DSLs are, expectations about professional conduct and confidentiality, and the arrangements for allegations or concerns about adults working with children. Safety is at the heart of our care for all children and it is essential that we know who is on the school premises and where they are. All volunteers must report to the school office on arrival, sign in using the school's visitor system, wear the identification/visitor badge issued to them, and sign out when leaving. Badges must be returned where required.

What if I can not attend?

School is a work place and you will be supporting children's learning and joining a committed team of staff. You are expected to attend the agreed sessions. The teacher may have planned an activity that cannot go ahead without your help. For this reason please contact the school office as soon as possible regarding absences so that we can avoid disruption to the children.

Where can I go in the school?

As a volunteer, you will work only in the areas and with the pupils agreed by the supervising member of staff. You must not take a pupil to another area, leave the site with a pupil, or arrange unsupervised contact unless this has been specifically authorised as part of your role and the school's safeguarding arrangements.

The class teacher or another designated member of staff will supervise and direct your work. If you are unsure about your role, where you should work, or what information you may access, please ask before proceeding.

You can use the staff toilets located by the staff room. We request that adults do not use the children's toilets.

Am I insured while in school?

You will be insured for the same activities as teachers.

What medical/accident procedures must I follow?

The school has trained first aiders and established procedures for first aid and medical needs. Volunteers should not administer first aid or medication unless this is specifically part of an agreed role for which they have been authorised and appropriately trained. If a child needs first aid, summon a member of staff immediately. In an emergency, stay with the child, keep them safe and send for help. Any accident or injury involving you must be reported to the school office.

What rules are the children expected to follow?

At Sydenham / Lighthorne Heath Primary School we have clearly defined school rules that are posted around the school. This positive behaviour system is used by all members of staff, as outlined in our behaviour policy. This is age appropriate for Early Years, Key Stages 1 and 2 and helps to celebrate good behaviour and reinforce our school rules. As a helper, you will not be required to manage behaviour, but the children enjoy verbal praise for good behaviour from all adults.

What do I do if I have seen challenging behaviour or something that concerns me?

Safeguarding is everyone's responsibility. If you are worried about a child, notice a change in behaviour, receive a disclosure, or see or hear anything that may indicate abuse, neglect, exploitation or another safeguarding concern, report it immediately to the Designated Safeguarding Lead (DSL) or a Deputy DSL. Do not investigate, ask leading questions, promise confidentiality or delay reporting. If you cannot locate a DSL, go directly to the school office or a senior leader. If a child is in immediate danger, alert a member of staff at once and emergency services should be contacted as necessary.

The school has clear procedures for communicating with parents/carers and for recording safeguarding and behaviour concerns. Volunteers must not contact parents/carers about individual pupils or relay information they have seen or heard in school. Information should be shared internally only with those who need it for their professional role. Data protection law does not prevent necessary and proportionate information sharing for safeguarding purposes.

We expect all members of the school community to be polite, courteous and self-disciplined. Pupils watch us and follow our example. The same rules apply to staff, children and volunteers working in school.

- Never get into an argument with children or adults. Teachers are trained to deal with problem situations and they are paid to take responsibility.
- Never tell off a child. The school has a behaviour policy which children are expected to follow. As a volunteer you are not expected to discipline children. If there is a problem, tell the teacher straight away.
- The only time we would expect any adult to intervene is to prevent a child hurting themselves or another child. Do this by telling them quietly and firmly to stop. Avoid physically restraining a child unless they will damage another child or themselves and do this with great care.
- Never shout at a child.
- Never hit a child.
- Never threaten to hit or manhandle a child.
- Do not place yourself in an avoidable one-to-one situation with a child. Follow the supervision arrangements agreed for your role and work in open, observable areas wherever practicable.

- Read and follow the school's relevant safeguarding, Staff Behaviour/Code of Conduct, Behaviour and Anti-Bullying policies as directed during induction.
- Any safeguarding concern, allegation or low-level concern about the behaviour of an adult working or volunteering with children must be reported promptly in accordance with the school's Staff Behaviour Policy. Concerns about the Executive Headteacher should be reported to the Chair of Governors. Do not investigate the matter yourself or discuss it with others.

Social media, personal devices and online communication

Volunteers must maintain the same standards of confidentiality and professional boundaries online as they do in school. Do not post, share or comment on confidential information learned through volunteering; identify pupils or families; publish images taken in school; or use personal social-media, messaging or email accounts to communicate with pupils about school matters. Any accidental contact, message or online concern involving a pupil should be reported to a senior member of staff.

A breach of confidentiality, inappropriate online activity or misuse of personal information may result in the volunteering placement being ended. Serious concerns may also be managed under the school's safeguarding procedures and, where appropriate, referred to the relevant authorities.

If you become aware of online activity that may compromise a pupil's safety, privacy or the school's safeguarding arrangements, report it promptly to the Designated Safeguarding Lead or a senior leader. Do not forward or circulate the material unless specifically instructed to do so for safeguarding purposes.

Data protection and confidentiality

Personal data must be handled only for the purpose for which you have been authorised to access it. Keep paperwork secure, do not make personal notes containing identifiable pupil information unless instructed, and never store school information on personal devices or cloud accounts. If information is lost, sent to the wrong person, photographed, removed from school or otherwise disclosed accidentally, tell the school office or a senior leader immediately so that the school can assess and manage the incident.

What if I'm not happy?

We will ensure that you have an opportunity to discuss how you feel about your volunteering with the teacher responsible for you but if you are unhappy in the meantime please tell us! Please do not just leave. If it is work or other problems one of us will be pleased to listen and help if we can. It's the least we can do in return for your valuable time and commitment!

AND FINALLY....

Thank you for offering your time and skills to support our pupils and staff. We want your volunteering experience to be safe, positive and fulfilling. Please ask whenever you are unsure: safeguarding, confidentiality and professional boundaries are shared responsibilities, and we would always prefer you to check rather than make an assumption.