

34. Managing Volunteers Procedure

Version number	Dates produced & approved	Reason for production & revision	Author	Locations	Proposed next review date
V1.0	Apr 2017	Charity Commission requirement	K Coupe & H Mansfield	Dropbox.com Website	
V2.0	29 Apr 2019	Updated re Keeping Children Safe in Education 2018	K Coupe	Dropbox.com Website	
V3.0	19 Apr 2021	Updated re. Keeping Children Safe in Education 2020	K Coupe	Dropbox.com Website	April 2023
V4.0	25 April 2022	Updated as follows: <ul style="list-style-type: none"> • reference to Keeping Children Safe in Education (Sept 2021); • Inclusion of list of associated policies & procedures as per GSCP section 175/157 safeguarding audit 2022 	K Coupe & E Pearce	Dropbox.com Website	May 2024
V5.0	18 March 2024	Updated <ul style="list-style-type: none"> • Charity commission guidance on expenses May 2013 	J Dyer	Dropbox Website	March 2026
V6.0	11 February 2026	Updated <ul style="list-style-type: none"> • re. EYFS statutory framework September 25 update • Change to opening hours 	C Mason	Dropbox Website	March 2027

Statement of Intent

North Nibley Pre-school recognises the immense benefits that volunteers bring to the setting. In return, we hope to give volunteers an opportunity to exercise their skills in a different environment and to undertake new experiences. A volunteer is not an employee and will not have a contract of employment with the pre-school. We will, however, insist that the volunteer follows all North Nibley Pre-school policies and procedures in the same manner as a paid employee, to ensure consistency and quality of care and early learning for the children.

Under no circumstances will a volunteer in respect of whom no Disclosure and Barring Service (DBS) checks have been obtained be left unsupervised or allowed to work in regulated activity.

Recruitment and selection of volunteers

All prospective volunteers should be asked to:

- Initially complete an expression of interest form [see Appendix 1].
- Take part in an informal interview to discuss reasons for wanting to volunteer, the skills and experience they can contribute and what they hope to achieve in return.
- Provide details of two references – who should not be relatives or a partner.
- Complete a DBS check or a risk assessment where a DBS check is not required.

Volunteers and DBS checks

- Some volunteers will require a DBS check because of the frequency of their volunteering activity and the contact they have with children, eg regular and day to day contact. Some volunteers do not require a DBS check, for example if they are accompanying a school trip out for the day/part day, or attending a school event. Volunteers without a DBS check will not be left unsupervised with children.
- North Nibley Pre-school will undertake a risk assessment and use their professional judgement and experience when deciding whether to obtain an enhanced DBS certificate for any volunteer not engaging in regulated activity. In doing so we will consider:
 - the nature of the work with children;
 - what the setting knows about the volunteer, including formal or informal information offered by staff parents and other volunteers;
 - whether the volunteer has other employment or undertakes voluntary activities where references can advise on suitability; and
 - whether the role is eligible for an enhanced DBS check.
 Details of the risk assessment will be recorded.
- An enhanced DBS check will **only** be required for volunteers in the following circumstances:
 - the volunteer is in the school regularly, which is defined as once a week or more, or 4 or more times in a 30 day period; and/or
 - the volunteer is unsupervised.
- DBS checks are only sent to the applicant and not the Registered Body. North Nibley Pre-school ensures that either the Setting Support Officer or Playleader sees the DBS certificate from the volunteer prior to commencement at the pre-school.

Training, Induction and Support of volunteers

- Volunteers at the pre-school will be given training appropriate to their role.
- Volunteers are assigned a nominated member of staff for their task.
- Volunteers will be expected to adopt a professional manner at all times, and work within North Nibley Pre-school's existing policies and procedures. The volunteer's induction process will include an explanation of this and the playleader or deputy will undertake the induction.

Insurance

- Volunteers under direct supervision of North Nibley Pre-school will be indemnified against third party claims under the pre-school's employers and public liability insurance policy whilst volunteering for the setting.

Management of volunteers

All volunteers should:

- Have clear guidelines on what activities they are expected to undertake and the manner in which they should be undertaken.
- Be provided with appropriate and sufficient training in undertaking the relevant activities/tasks.
- Be provided with relevant equipment/materials.
- Be provided with relevant health and safety advice/training and equipment as necessary.
- Be made aware of relevant policies and procedures, particularly those relating to safeguarding and child protection.
- Be given clear guidelines about confidentiality.

Expenses for volunteers

Volunteers aren't paid for their time but should be paid for any out-of-pocket expenses. These expenses could include:

- travel;
- postage and telephone costs if working from home;
- essential equipment, such as protective clothing.

Volunteers should provide receipts for any expenses they incur.

If a volunteer receives any type of reward or payment other than expenses, they may see this as a salary and they could be classed as an employee or worker. This then gives them some employment rights.

Confidentiality

Volunteers are likely to become aware of confidential information within North Nibley Pre-school either about a child, its staff and parents. They will be asked to sign the Pre-school's "Confidentiality Agreement: Staff, Students and Volunteers"¹. Volunteers should not disclose this information and should always follow the pre-school's confidentiality procedure.

Health and Safety

- Risk assessments should be in place for volunteers at the pre-school.
- Volunteers should disclose any information which relates to their own health and safety and must take reasonable care of their own health and safety and that of others.
- The Playleader and/or the Chairperson must ensure that volunteers do not undertake any activities which present a risk to their health and to others.

Grievances and complaints

- Any problems arising from either side should be resolved through informal discussion.
- If the issues prove to be irreconcilable, either side has the option to terminate the agreement.
- If the conduct or performance of a volunteer falls below that required, they may no longer be offered duties and, in some circumstances, may need to be referred to the DBS.

¹ No 7 Confidentiality Policy

Roles and expectations

It is important to set clear guidelines and expectations in order that the needs of the volunteer and North Nibley Pre-school may be met. Volunteers can expect:

- A supportive, welcoming and positive environment that encourages them to get the most out of volunteering.
- An induction training programme and appropriate task related training.
- Relevant and up to date information and advice.
- To be given copies of North Nibley Pre-school's policies on Safeguarding and Child Protection, Health and Safety and Equality and Diversity.

In return North Nibley Pre-school asks volunteers to:

- Be a positive representative of the school.
- Adhere to their task, responsibilities and commitment as agreed.
- Follow any procedures and standards explained by the Playleader and/or Chairperson, including those relating to safeguarding and child protection, health and safety and equality and diversity.

Unregistered staff will never:

- Be left unsupervised whilst caring for children.
- Take children for toilet visits unless supervised by a registered member of staff.
- Change nappies whilst unsupervised.
- Be left unsupervised during outdoor play.
- Be left alone in a room for children.
- Administer medication.
- Administer first aid.

Further Guidance

- Keeping Children Safe in Education (DfE latest version)
- How to manage your charity's volunteers (Charity Commission May 2013)
- [Early Years Foundation Stage Statutory Framework \(updated September 2025\)](#)

Associated policies and procedures

- No 7 : Confidentiality
- No 29 : Safer recruitment

North Nibley Pre-school Expression of interest

Thank you for expressing an interest in volunteering at North Nibley Pre-school.

First Name:	Surname:
Address:	
Date of Birth:	Gender:
Tel No (day):	Tel No (eve):
Email address:	
Occupation: [ie. electrician, student, house person, retired etc]:	

Please tell us (as briefly as possible) what your reasons for volunteering are.

Please give details of any experience that may be relevant [NB: previous experience is not always required]:

Availability

Please indicate below when you are available to volunteer. We are open Monday to Friday (term time only) from 8.30am to 3.30pm.

	Mon	Tues	Weds	Thurs	Fri
Morning					
Afternoon					

Volunteer References

All volunteers at North Nibley Pre-school come into contact with children. We, therefore, require references and may need to undertake a Disclosure and Barring Service check.

Please give details of TWO independent referees below. If you are under 16 then please give details of ONE referee and the name of your school.

Referees **MUST NOT** be a family member or partner and should have known you for at least one year.

Referee One

Name:	
Email:	
School (if under 16) Including contact number:	

Referee Two

Name:	
Email:	

Declaration

I have not incurred any criminal convictions nor have I committed any offences of abuse or causing harm to children, or any offence which may be relevant to my volunteering at North Nibley Pre-school.

I agree that the information given on this form is correct.

In line with the Data Protection Act 2018 and the General Data Protection Regulations 2018, I give North Nibley Pre-school permission to contact my referees and use the information detailed above.

Signed: Print name:

Parent/Guardian signature (if under 16):

Print name: Date:

Thank you for your interest. We will be in touch soon and look forward to meeting you.

Please return this form to:
Elaine Roberts, Playleader, North Nibley Pre-school,
North Nibley Village Hall, The Street, North Nibley, Dursley, Glos GL11 6DP