

Remedicare Education Services

Volunteer Policy and Safer Working Practice

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1. Introduction

Remedicare Education Services recognises the valuable contribution that volunteers can make to supporting learners, enriching experiences and strengthening our Alternative Provision offer.

Volunteers can provide additional skills, experience and support that enhance the educational and personal development opportunities available to learners.

However, as volunteers may work alongside children and young people, Remedicare has a responsibility to ensure that all volunteers are recruited safely, appropriately supported and understand their safeguarding responsibilities.

This policy outlines the procedures for recruiting, managing and supporting volunteers and ensures that volunteer involvement reflects Remedicare's commitment to safeguarding children and young people.

This policy should be read alongside:

- Child Protection & Safeguarding Policy.
- Safer Recruitment Policy.
- Staff Code of Conduct.
- Online Safety and Acceptable Use Policy.
- Whistleblowing Policy.
- Health and Safety Policy.

2. Purpose

The purpose of this policy is to:

- Ensure volunteers are recruited safely.
- Protect learners from harm.
- Provide clear expectations for volunteers.
- Ensure volunteers understand safeguarding responsibilities.
- Establish appropriate supervision arrangements.
- Promote positive and professional relationships between volunteers and learners.

3. Scope

This policy applies to:

- Regular volunteers.
- Occasional volunteers.
- Community volunteers.
- Work experience volunteers (where applicable).
- Visitors supporting educational activities.

Volunteers are not employees of Remedicare Education Services and must not undertake responsibilities outside their agreed role.

4. Volunteer Roles

Volunteers may support Remedicare through activities including:

- Supporting educational activities.
- Supporting enrichment activities.
- Supporting creative, sporting or practical activities.
- Mentoring learners.
- Supporting staff-led activities.
- Supporting administration where appropriate.

Volunteers must not:

- Replace qualified teaching staff.
- Take sole responsibility for learners unless specifically authorised.
- Undertake duties outside their agreed role.

5. Safer Recruitment of Volunteers

Remedicare Education Services follows safer recruitment principles when appointing volunteers.

Before a volunteer begins, appropriate checks will be completed depending on the nature of the role.

Checks may include:

- Application or volunteer information form.
- Identity verification.
- References.
- DBS checks.
- Barred list checks where applicable.
- Confirmation of suitability to work with children.

The level of checking will depend on:

- The volunteer's role.
- Frequency of contact.
- Level of supervision.
- Access to learners.

6. DBS Requirements

Remedicare will determine whether a DBS check is required based on the duties and level of access a volunteer has.

A DBS check will normally be required where a volunteer:

- Has regular contact with learners.
- Works directly with learners.
- Has unsupervised access to learners.
- Supports activities where safeguarding risks may arise.

Volunteers who are supervised at all times may not always require the same level of checks; however, Remedicare will complete a risk assessment before confirming arrangements.

No volunteer will undertake duties that place learners at risk.

7. Volunteer Induction

All volunteers must complete an induction before supporting learners.

Induction will include:

- Remedicare's safeguarding expectations.
- Child protection procedures.
- How to report concerns.
- Staff Code of Conduct expectations.
- Confidentiality.
- Online safety.
- Health and safety procedures.
- Emergency procedures.
- Professional boundaries.

Volunteers must confirm they have understood these expectations.

8. Safeguarding Responsibilities

Safeguarding is everyone's responsibility.

Volunteers must:

- Act in the best interests of learners.
- Report concerns immediately.
- Follow safeguarding procedures.
- Maintain professional boundaries.
- Treat learners with dignity and respect.

Volunteers must report concerns about:

- A learner.
- Another volunteer.
- A member of staff.
- Any practice that causes concern.

Concerns must be reported to:

Name	Role	Contact details
Marina Logan 	Leading DSL Service Director	Marina.logan@remedicare.co.uk 07865 245120
Jenny Marshall 	DSL – Alpine House Centre Manager	Jennifer.marshall@remedicare.co.uk 07865245121
Lilly Isaacs 	DSL – Behaviour & Inclusion	Lilly.Isaacs@remedicare.co.uk 07828 819725
Della Farrugia 	DSL - Behaviour & Safeguarding Lead	Della.Farrugia@remedicare.co.uk
Jamie Wykes 	DDSL - Develop Pathway Team Leader	Jamie.Wykes@remedicare.co.uk

Andre Welds	DDSL – Behaviour Team Leader	Andre.Welds@remedicare.co.uk
Phoebe Jerman 	DDSL – Team Leader	Phoebe.Jerman@remedicare.co.uk
Emily Freemantle 	DDSL – Outdoor Learning Lead	Emily.Freemantle@remedicare.co.uk
Sophie Grove 	DDSL – Education Mentor	Sophie.Grove@remedicare.co.uk
Zara Hancock 	DDSL – Education Mentor	Zara.Hancock@remedicare.co.uk
Karis Smith 	DDSL – Education Mentor	Karis.Smith@remedicare.co.uk
Charlie Attewell 	DDSL – Education Mentor	Charlie.Attewell@remedicare.co.uk
Local Authority Designated Officer (LADO) The LADO manages allegations and concerns relating to adults working with children.		
Bracknell:-		lado@bracknell-forest.gov.uk 01344 351572
Wokingham:-		lado@wokingham.gov.uk 01189 088002
Reading:-		lado@brighterfuturesforchildren.org 01189 372684
Windsor & Maidenhead:-		lado@achievingforchildren.org 07774 332675
West Berkshire:-		lado@westberks.gov.uk 01635 519700
Bracknell Forest Council		

	safeguarding.ourschools@bracknell-forest.gov.uk 01344 354078
Children's Social Care – for reporting concerns	
Bracknell MASH	mash@bracknell-forest.gov.uk 01344 352005
Wokingham	triage@wokingham.gov.uk 01189 088002
Reading	www.Brighterfuturesforchildren.org 01118 9373641
Windsor & Maidenhead	mash@achievingforchildren.org 01628 683150
West Berkshire	childrensdutysocialcare@westberks.gov.uk 01635 503090
Bracknell Forest Council	01344 351999
Virtual School	
Bracknell	virtual.school@bracknell-forest.gov.uk 01344 352777
Wokingham	Virtualschool.admin@wokingham.gov.uk 01189 088002
Reading	info@brighterfuturesforchildren.org 0118 9373641
Windsor & Maidenhead	afcvirtualschool@achievingforchildren.org 0208 8316037
West Berkshire	virtualschool@westberks.gov.uk 01635 519727

9. Professional Boundaries

Volunteers must maintain appropriate professional boundaries with learners.

Volunteers must not:

- Develop inappropriate personal relationships with learners.

- Exchange personal contact details with learners.
- Communicate with learners through personal social media.
- Meet learners outside Remedicare arrangements.
- Give gifts or special treatment.
- Show favouritism.

Any concerns about boundaries must be reported immediately.

10. Supervision of Volunteers

Volunteers will be appropriately supervised according to their role.

Remedicare will ensure:

- Volunteers understand their responsibilities.
- Learner safety remains the priority.
- Volunteers know who to report concerns to.
- Volunteers do not undertake inappropriate levels of responsibility.

Where volunteers work directly with learners, supervision arrangements will be clearly agreed.

11. Confidentiality

Volunteers must maintain confidentiality.

Volunteers must not:

- Discuss learners outside Remedicare.
- Share learner information with others.
- Take photographs or recordings.
- Share information online.

Information may only be shared with appropriate professionals where there is a safeguarding concern.

12. Online Safety and Technology

Volunteers must follow Remedicare's Online Safety and Acceptable Use Policy.

Volunteers must not:

- Use personal devices to photograph learners.

- Contact learners through personal accounts.
- Share learner information online.
- Access inappropriate content while supporting learners.

Any online safety concerns must be reported immediately.

13. Low-Level Concerns

Remedicare recognises that safeguarding concerns can exist on a spectrum.

A low-level concern may include behaviour that:

- Does not meet the threshold for a safeguarding referral.
- Causes a sense of unease.
- Appears inconsistent with expected professional behaviour.

Examples may include:

- Being overly familiar with learners.
- Blurring professional boundaries.
- Favouritism.
- Inappropriate communication.

All concerns will be taken seriously and recorded appropriately.

14. Health and Safety

Volunteers must:

- Follow health and safety procedures.
- Report hazards.
- Follow staff instructions.
- Understand emergency procedures.

15. Commitment and Attendance

Volunteers should:

- Attend agreed sessions.

- Inform Remedicare if they cannot attend.
- Maintain reliability and professionalism.

Where possible, volunteers should provide reasonable notice of absence.

16. Ending a Volunteer Placement

Remedicare reserves the right to end a volunteer placement where:

- Safeguarding concerns arise.
- Expectations are not followed.
- Professional standards are not maintained.
- The arrangement is no longer suitable.

Where appropriate, concerns will be managed through safeguarding, conduct or disciplinary procedures.

17. Whistleblowing

Volunteers have the right and responsibility to raise concerns about unsafe practice.

Concerns can be raised through:

- DSL/DDSL.
- Senior Leadership Team.
- Whistleblowing procedures.

Volunteers should never feel unable to report concerns.

Appendix 1

Volunteer Declaration

I confirm that I have read and understood the Remedicare Education Services Volunteer Policy.

I understand:

- ☐ My safeguarding responsibilities.
- ☐ The importance of professional boundaries.
- ☐ How to report concerns.
- ☐ Confidentiality expectations.
- ☐ Online safety expectations.

Name:

Role:

Signature:

Date: