



VOLUNTEER POLICIES AND PROCEDURES 2018-19



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Action Tutoring Child Protection and Safeguarding Children Policy

All children have an absolute right to a childhood free from abuse, neglect or exploitation. Action Tutoring believes that in all matters concerning child protection and safeguarding, the welfare and protection of the young people¹ we work with is of paramount consideration. All adults involved in Action Tutoring's activities and who come into contact with children have a duty of care to safeguard and promote their welfare. This policy and the procedures contain within it exist not to discourage adults from being involved in the work of Action Tutoring but to ensure, as far as possible, that people who may abuse children do not get the opportunity to do so.

- There is a duty placed upon us to ensure that all adults who work with or on behalf of our young people are competent, confident and safe to do so.
- Adults working or volunteering for Action Tutoring are responsible for their own actions and behaviour and should avoid any conduct that would lead a reasonable person to question their motivation or intention.
- Everyone involved in Action Tutoring activities must follow Action Tutoring's Code of Conduct.
- They must also be familiar with the steps to be taken in the event of becoming aware of, suspecting or receiving allegations of abuse.

Designated Safeguarding Officer

Action Tutoring have a Designated Safeguarding Officer to:

- Offer support and training to all staff and volunteers involved in Action Tutoring's work.
- To ensure that all Action Tutoring staff and volunteers are sufficiently vetted.
- To act as the main point of contact in the event of any allegation or disclosure.
- To act as the as the main point of contact between Action Tutoring and partner schools.

If there is an allegation, signs and indicators of abuse are identified or if at any point an adult involved with Action Tutoring's work fails to comply with any element of the Code of Behaviour this information must be passed immediately to Action Tutoring's Designated Safeguarding Officer. It is the Designated Safeguarding Officer's responsibility to collect all relevant information and make decisions on how to proceed (this will include contacting the designated safeguarding lead at the relevant partner school/s). You have a duty of care to pass on all relevant information regarding any allegations of abuse, or identified signs and indicators of possible abuse.

Designated Safeguarding Officer

Susannah Hardyman (susannah@actiontutoring.org.uk)

Contacted on: 0203 872 5894

In the event of the Designated Safeguarding Officer being unavailable please email: hello@actiontutoring.org.uk or call the above telephone number.

Definitions of Abuse

Physical Abuse: physical injury to a child where there is knowledge, or a reasonable suspicion, that their injury was inflicted or knowingly not prevented.

¹ For the purposes of this policy a young person is defined as any person under the age of eighteen.

Neglect: the persistent or severe neglect of a child that results in serious impairment of the child's health or development (both physical and mental).

Emotional Abuse: the persistent or severe emotional ill-treatment of a child which has severe adverse effect on the behaviour and emotional development of that child.

Sexual Abuse: the involvement of dependent, developmentally immature children and adolescents in sexual activities they do not truly comprehend, to which they are unable to give informed consent.

Extremism: A vocal or active opposition to fundamental human values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs.

Grooming: When someone builds an emotional connection with a child or a young person to gain their trust for the purposes of sexual abuse or exploitation.

Self Abuse: Any means by which a child or young person seeks to harm themselves. This can take lots of physical forms, including cutting, bruising, scratching, hair-pulling, poisoning, overdosing and eating disorders.

Procedures

In all cases related to child protection and safeguarding, the main procedure is to treat the allegation seriously, in strict confidence and immediately contact the Action Tutoring Designated Safeguarding Officers, and/or allocated school child protection and safeguarding lead/s. In the event of Action Tutoring's Designated Safeguarding Officers being contacted the following protocol will be followed:

1. The information will immediately be passed on to the school's child protection and safeguarding lead/s.
2. The school shall follow the school's procedure for contacting the local Police Child Protection Unit or the Social Services Department of the relevant Local Authority (the Authorities). Action Tutoring shall support the school with any action that the school deems appropriate and shall undertake reasonable endeavours to provide the school with any assistance or documents.
3. Action Tutoring shall not, under any circumstances, undertake any independent investigation or questioning (as this may jeopardise any enquiry) unless or until Action Tutoring is given authorisation by the school or the Authorities. Following authorisation, Action Tutoring may independently follow up on the allegation.
4. All allegations or suspicions shall be referred to the school no matter how insignificant they seem to be or when they occur. Any information about suspicious behaviour or circumstances will be passed to the local Police Child Protection Unit or the local Social Services within 24 hours or as soon as shall be reasonably practicable.

In the event that a young person discloses abuse to an employee of Action Tutoring or a volunteer tutor

Employees of Action Tutoring and volunteer tutors shall:

1. Allow the young person to speak without interruption, encouraging them to tell you only what they feel comfortable telling you, and be accepting and be non-judgemental about what is said. Do not ask investigative or leading questions of any kind.

2. Advise the young person that you will offer support, but that you **MUST** pass what they tell you and are not able to keep anything they tell you confidential.
3. If they refuse to tell you anything unless you promise to keep it a secret, inform them that you want to help and that there is one person you have to tell. If they then refuse to tell you any more, please respect their decision and report this incident.
4. Ensure that the young person is not immediately at risk of any further abuse.
5. Immediately after a disclosure, contact the Designated Safeguarding Officer at Action Tutoring.
6. Report the facts as you know them/ or understand them, including the pupil's name and the account given to you by the young person using the words that they used as well as including any other information your feel is relevant.
7. Provide this detailed information to the Designated Safeguarding Officer at Action Tutoring as soon as you are able.
8. Action Tutoring shall retain a copy of all such notifications in accordance with GDPR guidelines.

In the event that a volunteer tutor suspects abuse, but it has not been disclosed by the young person

Employees of Action Tutoring and volunteer tutors shall:

1. Do not discuss your suspicions with the young person in question or conduct any form of investigative work.
2. Report the facts as you know them/ or understand them, including the pupil's name and the account given to you by the young person using the words that they used as well as including any other information your feel is relevant.
3. Provide this detailed information to the Designated Safeguarding Officer at Action Tutoring as soon as you are able.
4. Action Tutoring shall retain a copy of all such notifications in accordance with GDPR guidelines.

If you receive an allegation about any adult or about a volunteer tutor (including the person hearing the allegation)

Employees of Action Tutoring and volunteer tutors shall:

1. Immediately after receiving an allegation or disclosure, contact the Designated Safeguarding Children Officer at Action Tutoring.

2. Report the facts as you know them/ or understand them, including the names of relevant adults and/or young people and the account given to you using the words that they used as well as including any other information your feel is relevant.
3. Provide this detailed information to the Designated Safeguarding Children Officer at Action Tutoring as soon as you are able.
4. Action Tutoring shall retain a copy of all such notifications in accordance with GDPR guidelines.

If you deal with the personal data of young people (including names, grades and school)

Employees of Action Tutoring and volunteer tutors shall:

1. Handle all information with sensitivity and confidentiality and in accordance with GDPR guidelines.
2. The information should be kept securely and not be made available to others without the authority of Action Tutoring.

Recruitment and Training:

Action Tutoring maintain a high standard in recruiting staff and volunteers. All Action Tutoring employees and volunteers will be subject to an enhanced DBS check before they can begin working within our partner schools. Every volunteer and employee must be able to fulfil one of the following:

- Have an existing enhanced DBS check not more than 2 years old verified by a member of Action Tutoring staff, with the disclosure number and date of issue recorded, along with photographic ID.
- Arrange with Action Tutoring to have a new enhanced DBS check processed by Action Tutoring.

Action Tutoring staff and volunteers receive training on the contents of this this policy as part of their induction, this policy is made available to all adults involved in Action Tutoring's activities and all volunteers confirm they have received safeguarding training when they sign up to a programme, confirming that they have received safeguarding training and understand their responsibilities in relation to safeguarding.

Action Tutoring's 'Recruitment of ex-offenders policy' is available on request.

The Code of Conduct

All adults coming into contact with children and young people through Action Tutoring's work must comply with this Child Protection and Safeguarding Children Policy and this Code of Conduct.

You must:

- ✓ Act in accordance with the partner school's policies and procedures regarding child protection and safeguarding.

- ✓ Treat all young people with respect.
- ✓ Avoid being alone with a young person or cause someone else to be alone with a young person because of your actions e.g. being late. If alone in a room with young people keep the door open at all times.
- ✓ Remember that someone else might misinterpret your actions, no matter how well intentioned.
- ✓ Be aware that any physical contact with a young person can be misinterpreted and should always be avoided. Shaking hands in a public setting is considered acceptable.
- ✓ Be aware that social networking sites are in the public domain if not protected by privacy settings. Strongly consider strengthening any privacy settings so that young people would not be able to access your online profiles and be privy to any information you would not want in the public domain.
- ✓ Block any young people that approach you online and inform Action Tutoring's Designated Safeguarding Officer immediately.
- ✓ Recognise that special caution is required when discussing sensitive issues with young people.
- ✓ Challenge unacceptable behaviour and report all allegations/suspensions of abuse to the Action Tutoring's Designated Safeguarding Officer.
- ✓ Operate within Action Tutoring's procedures in the event of any disclosure/concern.
- ✓ Raise any questions or concerns about child protection and safeguarding with Action Tutoring's Designated Safeguarding Officer, or if unsure of a school's procedure, information should be sought from school staff.

You must not:

- ✗ Promise confidentiality to young people in any situation.
- ✗ Seek out or add young people on any social networking site.
- ✗ Respond to any online communication from a young person, for example on a social networking site.
- ✗ Share any personal contact details² with young people, or, seek out their personal contact details.
- ✗ Arrange to meet a young person outside of the allocated tutoring time, unless on the school premises and with the prior knowledge of a member of staff.
- ✗ Act in a manner that excludes the young people you are working with.
- ✗ Make suggestive or derogatory remarks in front of young people.
- ✗ Have inappropriate physical contact or verbal contact with young people.

² Includes email address, telephone number or address.

- ✗ Show favouritism to any individual.
- ✗ Be under the influence of alcohol or other substances when working on activities involving young people.
- ✗ Take photographs of young people.

This policy will be formally reviewed every year, or in line with Governmental guidance.

EQUAL OPPORTUNITIES POLICY

The aim of this policy is to communicate the commitment of Action Tutoring to the promotion of equality of opportunity in recruitment and management of volunteers.

We recognise that the provision of equal opportunities in all our activities will benefit the organisation. It is our policy to provide equality of opportunity to all, irrespective of:

- gender, including gender reassignment
- marital or civil partnership status
- having or not having dependents
- religious belief or political opinion
- race (including colour, nationality, ethnic or national origins, being an Irish traveller)
- disability
- sexual orientation
- age

We are opposed to all forms of unlawful and unfair discrimination. All members of the organisation will be treated fairly and will not be discriminated against on any of the above grounds. Decisions regarding recruitment of volunteers will be made objectively, without unlawful discrimination, and based on aptitude and ability.

Equality commitments

We are committed to:

- Promoting equality of opportunity for all persons
- Promoting a good and harmonious learning environment in which all men and women are treated with respect and dignity and in which no form of intimidation or harassment is tolerated
- Preventing occurrences of unlawful direct discrimination, indirect discrimination, harassment and victimisation
- Fulfilling all our legal obligations under the equality legislation and associated codes of practice
- Complying with our own equal opportunities policy and associated policies
- Taking lawful affirmative or positive action, where appropriate

VOLUNTEER PROBLEMS AND COMPLAINTS PROCEDURE

Action Tutoring strives to make sure all participants (including tutors, pupils and schools) feel respected and comfortable when working with us; however as in any organisation, conflict occasionally occurs. Action Tutoring has implemented a problems and complaints procedure to resolve any issues in a timely, unbiased, confidential and consistent manner.

Information for Tutors

- Any complaints regarding the behaviour or conduct of the pupil should be reported to Action Tutoring and also to the supervising teacher. Action Tutoring will liaise with the school to discuss and resolve the complaint.
- Any issues arising from the conduct of other volunteers should be reported directly to Action Tutoring.
- Complaints about the school should be reported to Action Tutoring.
- Any complaints regarding Action Tutoring should be reported to the Chief Executive Officer. If the complaint is serious enough in nature and cannot be resolved by good organisational practice it will be passed onto the trustees.

Information for Schools

Any complaints regarding the conduct or behaviour of tutors should be immediately reported to Action Tutoring. If the tutor's behaviour contravenes any of the Tutor Agreement or falls into any of the categories below, they may be dismissed from volunteering.

Action Tutoring Reserves the Right to Dismiss Tutors for any of the following Reasons:

- **Poor Conduct.** This may include behaving in an unacceptable manner during tuition sessions (e.g. being rude or discriminatory towards other tutors or teaching staff) or attending tuition sessions in an improper state (e.g. inebriated).
- **Absence without Notice:** Action Tutoring requests that all tutors provide at least 24 hours' notice for absences barring exceptional circumstances. If a tutor misses two sessions without notice, they may immediately be dismissed.
- **False Information:** If it is discovered that a tutor supplied false or incorrect information during the application procedure
- **Violation of Child Protection Policy:** Any tutor who violates Action Tutoring's Child Protection Policy, either with or without intent, will be immediately dismissed and depending on the nature of the infraction may face further disciplinary measures from the appropriate authorities.

VOLUNTEER EXPENSES POLICY

It is the policy of Action Tutoring to offer to cover reasonable volunteer travel expenses and this document is intended to make clear to all parties what may reasonably be expected.

- In order to ensure that you are able to claim your expenses please retain your receipts. These might take the form of an oyster card printout, bus or train ticket.
- ***If there are no receipts unfortunately, we will not be able to reimburse you.***
- Expenses can only be claimed for travel to your volunteering opportunity, on the return journey, and in the course of volunteering.
- Expenses **must** be claimed back within the same academic term that they are incurred.
- You can of course choose to support the work of Action Tutoring by not claiming your travel expenses. The charity relies on grants and donations to support the work, and while we would not wish you to be out of pocket as a volunteer, you may feel you would like to support us further in this way, which would be much appreciated.

Action Tutoring will reimburse volunteers for reasonable expenses in accordance with the following policy guidelines:

FOR ALL EXPENSE CLAIMS, RECEIPTS HAVE TO BE PROVIDED.

Travel expenses

The volunteer must ensure that the cheapest form of travel available was used. This includes the use of an Oyster card over paper tickets. (e.g. if travel was by train, the ticket should be a standard or a cheap day single/return, not a first class ticket).

All travel expenses are capped at a maximum claim of £5 per tutoring session (return journey).

- **Tube Travel and Oyster Cards**
 - Action Tutoring would expect that if you have an existing weekly/monthly/annual travel card that includes the areas you are travelling, that you do not need to make a travel expenses claim.
 - If pay as you go is used or paper tickets purchased, Action Tutoring will reimburse within zones 1 and 2, unless the school you are travelling to is outside of zone 2. In order to claim using a pay as you go Oyster card, volunteers will need to request a journey statement printed from any London Underground office. This details the last 10 journeys (tube, bus or DLR) made on the Oyster card, and the costs of these journeys on pre-pay. Highlight the journeys made to and from your volunteering venue.
- **Bus or Train**
 - Please retain your bus or train tickets. If you are making a number of

journeys during one day in relation to your volunteering it is often cheaper to buy a one-day bus or train pass.

- **Petrol**
 - Reimbursed at 25p per mile and up to a maximum of 10 miles each way.
 - You will need to document on your expenses claim form your start and end locations and number of miles claimed.

- **Taxi**
 - Action Tutoring will not reimburse for taxi travel unless this has been agreed in advance and is due to extenuating circumstance.

How to Claim Your Expenses

- Pick up and fill in the 'Action Tutoring Expenses Claim Form.' You can either request a member of staff to give you a hard copy, or email hello@actiontutoring.org.uk and we will email this to you. Ensure to include your name, bank details, date and the name of the school you volunteered at.

- Collect receipts together, highlight the relevant totals, and attach them to the expenses form. If you are emailing your expenses form to us, please scan in your receipts and email us a copy.

- Return the form to the Office Administrator:
 - hello@actiontutoring.org.uk
 - Alternatively you can post your claim:
 - Action Tutoring, The Dock, Tobacco Quay, Wapping Lane, London, E1W 2SF.

- Your claim will then need to be authorized. Payment will then be made directly into your bank account via BACS. This usually takes up to two weeks to process and clear in your account.

For queries regarding expenses please contact us:

Email: hello@actiontutoring.org.uk or **Phone:** 0203 872 5894

VOLUNTEER AGREEMENT

Memorandum of Understanding

*The following points form the basis of the memorandum of understanding between Action Tutoring and **the volunteer**, to ensure the smooth running of the programme.*

The Volunteer

- The volunteer shall commit to tutor one or two pupils for approximately 1 hour a week for a term, unless a separate arrangement has been made with the school.
- The volunteer must commit to attend pre-programme training prior to commencing volunteering.
- The volunteer shall give Action Tutoring at least 24 hours notice if they are unable to attend a session, unless there are extenuating circumstances.
- The volunteer agrees to adhere to Action Tutoring's Child Protection Policy.
- The volunteer agrees to either undertake a DBS check through Action Tutoring or to provide an original copy of a DBS check completed within the last 2 years prior to the commencement of volunteering.
- The volunteer shall notify Action Tutoring or the school as soon as possible if any issues or problems arise during the term period.
- The volunteer agrees to prepare material where necessary, to be encouraging, enthusiastic and committed for the duration of the programme.
- There is no commitment for a tutor to continue working with Action Tutoring beyond the term programme unless this is desired.

Action Tutoring and the School

- Action Tutoring shall provide training and ongoing support for the volunteer.
- Action Tutoring and the Partner School shall provide resources appropriate to the subject area to help the volunteer.
- Action Tutoring will be available to assist with any problems or issues emerging during the programme. The partner school will provide a liaison member of staff.
- As far as possible, Action Tutoring will aim to provide volunteer tutors with their pupils exam results once these are known.
- The school and Action Tutoring shall do their best to ensure that pupils are punctual and prepared for sessions.

VOLUNTEER EXPECTATIONS

What YOU can expect from us:

Skills

A fulfilling, enjoyable and quality volunteering experience where you will develop self-confidence and learn new skills

Safe

We will ensure you are volunteering in a safe environment.

Supervision

Appropriate supervision will be provided when you are volunteering.

Support

And guidance will be provided should you have any issues or problems.

Kit

Appropriate training and equipment will be provided.

Expenses

You can claim travel expenses if required upon production of receipts.

Insurance

You will be insured whilst you are volunteering.

Equality

No volunteer will be excluded on the grounds of race, colour, ethnic or national origin, religious belief, gender, marital status, sexual orientation, age or disability- an open access policy will be actively encouraged.

Knowledge

You have the right to know what is expected of you as a volunteer. You can say no to any tasks you don't feel comfortable with, and you will never be expected to volunteer more time than you feel able to, beyond your initial agreed commitment.

Confidentiality

Your personal details will be treated as strictly confidential in line with our data protection legislation and confidentiality statement.

Empowerment

We aim to empower our volunteers by offering the opportunity to carry on tutoring after the programme has ended if you wish and by inviting feedback.

Feedback

You have the right to give and receive feedback on any aspect of your volunteering and Action Tutoring will strive to improve the programme along these lines.

What we expect of YOU:

Training

We expect you to attend appropriate training sessions and meetings, and to assist us in arranging suitable times.

Dedication

And honesty - please do things that you have said you will, or give substantial notice if you cannot attend. If you wish to withdraw from a project, please talk to your Action Tutoring coordinator first.

Support

Inform your coordinator if you are experiencing any difficulties with your voluntary work or if you need any further support.

Respect

We expect you to respect and understand the needs and wishes of other volunteers and project coordinators. Please support your fellow volunteers to the best of your ability.

Equal Opportunities

Treat others fairly and in accordance with Equal Opportunities policies. You should not exclude anyone on the grounds of race, colour, ethnic or national origin, religious belief, gender, marital status, sexual orientation, age or disability.

Confidentiality

Of information will be adhered to at all times. Please respect the confidentiality of others.

Behaviour

Please adhere to our policies at all times whilst volunteering and behaviour in a professional manner while in our partner schools.

Speak Up

If you are experiencing problems or difficulties with your volunteering placement.

Risk

Speak up if you see potential danger and never put yourself or others at risk.

Feedback

If you can think of any ways to improve what we do, please tell us.

Up to Date

Keep Action Tutoring informed of any changes to your contact details or availability.

ABSENCES GUIDANCE

We really appreciate the time that you give each week to volunteer for us. Regular tutor attendance is key to the success of the tutoring programmes in our partner schools. This is to ensure that pupils can build a great relationship with their tutor, make progress during the sessions and to ensure we deliver as many hours of consistent tuition as possible. To do this we keep a clear record of tutor and student attendance to help us report on the work we do.

By signing up to tutor on a particular programme you commit to attending all sessions; unless you have already told us you cannot make a session in advance of allocation. This helps us to offer assurance to schools that volunteers will be committed to their pupils. We therefore ask that you attend all sessions, unless something unforeseen and unavoidable comes up during a programme.

Exceptions

We fully understand that there may be unforeseen and unavoidable circumstances when you cannot make a tutoring session for example a family emergency. In these cases, we ask you to be as communicative with us as possible and get in contact as soon as possible.

Sometimes tutors ask us what counts as an acceptable reason for being absent and what doesn't. Inevitably, this depends on circumstances but below are some suggestions highlighting what we would consider an appropriate reason for missing a session and what would be less acceptable:

	Good reasons	Bad reasons
problem	<input type="checkbox"/> University/work commitments	<input type="checkbox"/> Hungover
	<input type="checkbox"/> Job interview	<input type="checkbox"/> Running errands
	<input type="checkbox"/> Unexpected child care	<input type="checkbox"/> Cold- if you're well enough to go to work please do try and make your session!
	<input type="checkbox"/> Bereavement	

In all cases of absence we ask tutors to:

- Contact Action Tutoring (via email or telephone) as soon as you are made aware of the upcoming absence to confirm the reason for the absence.
- Where possible, we ask that you provide as much information as possible about your pupil e.g. their name, what has been covered so far and what you had planned for the session. A detailed outline of the tasks and activities you were going to use would also be greatly appreciated.
- If something unforeseen and unavoidable occurs within 24 hours of the session, please do contact both Action Tutoring and your Programme Leader.

REFERENCES POLICY

Action Tutoring are willing to provide references for volunteers; we appreciate your hard work for us and are keen to support volunteers to go on to further opportunities through providing a reference. However, we have thousands of volunteers across the country and have therefore put in place some guidelines for providing references. This is to ensure we are operating a fair and consistent approach to all volunteers.

Types of Reference

References might take the form of us providing you with a letter, which you can pass on to anyone requesting a reference, or you might wish to give our contact details to another organisation to contact us directly. We prefer the former, as this enables you to use the reference as many times as you need to without needing to keep contacting us, and we can use our standard reference forms.

Guidelines for References

We are happy to provide a reference as long as:

- You have completed a full term's programme with us and attended all sessions. We will not provide a reference half way through a programme.
- If you are giving our details to a company to contact us, inform us in advance that you will be giving our name as a referee. This is courteous and good practice and will enable us to address any reasons why we can't provide a reference in advance. If you do not ask our permission to give our name, we will not provide the reference.
- The reference should be for an activity relating to volunteering, young people or education. We will not be able to provide references for any activity that is very unrelated to your experiences with Action Tutoring.
- In order to manage our workload, we will only be able to provide up to 3 references per volunteer if contacted directly by organisations.
- Requests for references should be made within 12 months of volunteering with Action Tutoring and we will not be able to provide references beyond this timeframe.

Who to Ask

References would normally be provided by your programme coordinator. Please contact them directly, or if you are unsure who to ask then email: hello@actiontutoring.org.uk