

Safeguarding Policy

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1. Purpose and Scope of Policy

1.1 The purpose of this document is to set out Volunteering Matters Safeguarding Policy in line with the [Safeguarding Vulnerable Groups Act \(SVGA\) 2006](#).

1.2 This policy and its related procedures apply to:

- All staff, volunteers and trustees of Volunteering Matters
- Children, young people and adults at risk taking part in Volunteering Matters' projects and programmes.
- External organisations, visitors and partners engaged with Volunteering Matters business.

1.3 Volunteering Matters has a commitment to safeguard and promote the welfare of children and adults at risk, as well as staff, volunteers and other people who come into contact with the charity through its work.

2. Policy Principles

2.1 Volunteering Matters has the desire to create a culture whereby safeguarding is discussed at all levels on a regular basis, promoting the message that it is important to recognise and address issues of concern. Similarly promoting the message that concerns will be taken seriously, acted upon appropriately and recorded in a consistent manner.

2.2 Safeguarding is everyone's responsibility; we are committed to creating and sustaining a culture of vigilance amongst our staff and volunteers to recognise, respond, record and report safeguarding concerns and provide a proportionate response.

2.3 Information and data received as part of safeguarding concerns are handled in confidence and on a need-to-know basis, and in accordance with data protection.

2.4 Wherever possible or appropriate, we seek consent of the subject of a safeguarding concern in order to share their information with an external agency, for example, a social services department.

2.5 This safeguarding policy is updated in line with changes to relevant legislation and best practice across the sector, in addition to the annual policy review cycle.

3. What is Safeguarding

3.1 Safeguarding is the action that an organisation takes to promote the welfare of children and adults at risk to protect them from harm including physical, emotional, sexual and financial harm and neglect. This includes making sure that the appropriate policies, practices and procedures are put in place.

3.2 Safeguarding can be defined as “to protect from damage or harm with an appropriate measure”.

3.3 The CQC in England (Care Quality Commission) says “safeguarding means protecting peoples’ health, wellbeing and human rights, enabling them to live free from harm, abuse and neglect”.

3.4 It is widely recognised that everybody has a responsibility to promote safeguarding and the welfare of children and adults at risk. What is less recognised is the need to safeguard and promote the welfare of trustees, staff and volunteers who come into contact with these vulnerable groups. Volunteering Matters is committed to safeguarding staff and volunteers through the measures contained in this policy.

4. Safeguarding children, adults at risk, trustees, staff and volunteers

4.1 At Volunteering Matters we are committed to offering a safe environment for all to thrive and achieve. We understand the importance of embedding safeguarding processes within our organisation to protect the most vulnerable.

4.2 All staff and volunteers will, through training, know how to recognise a disclosure and how to manage this.

4.3 All staff and volunteers, through the training, know how to identify potential abuse of vulnerable groups which can take place in any family, institution, community setting, by telephone or on the internet.

4.4 It is equally important that trustees, staff and volunteers are able to identify risks to themselves, such as being open to allegations of abuse, or experiencing emotional distress, and that they know how to deal with such concerns.

4.5 Upon recognising a safeguarding concern, immediate action must be taken in accordance with the guidance provided in this policy.

5. Responsibilities and Expectations

5.1 Volunteering Matters has a Board of Trustees whose responsibility it is to make sure that the organisation has an effective safeguarding policy and procedures in place and to monitor that the organisation complies with them. The Board of Trustees also ensures that the policy is made available to staff, volunteers, beneficiaries and partners by publishing it on our website or in writing if requested. It is also the responsibility of our Board of Trustees to ensure that our staff and volunteers are properly vetted to make sure they are safe to work with beneficiaries of our organisation and that the organisation has procedures for appropriately managing allegations of abuse made against members of staff.

5.2 It is the responsibility of all Managers to ensure that all safeguarding issues raised in our organisation are effectively responded to, recorded and referred to the appropriate agency. They are also responsible for arranging safeguarding training for all staff and volunteers who regularly and frequently work with children, young people, families and adults at risk and that this training is updated regularly.

5.3 Managers also have the responsibility of publishing, in accessible areas for all staff and volunteers, the telephone number for their local authority safeguarding concerns reporting line and the Local Authority Designated Officers (LADO) contact details. (Local Social Work Departments in Scotland)

5.4 The focus, role and responsibilities of Safeguarding Champions include supporting a culture of safeguarding awareness across Volunteering Matters as well as providing peer support to colleagues when required.

5.5 Volunteering Matters has a number of relationships and partnerships with external organisations. As a result of this Volunteering Matters' staff and/or volunteers may be placed within another organisation as part of their role, e.g. local authority departments. Where this is the case, staff members/volunteers are familiar with the partner organisation's own internal safeguarding policies and procedures. Therefore, in the event of a safeguarding concern the Volunteering Matters' staff member/volunteer will report this in line with the partner organisation's own policies and procedures. However this does not replace the Volunteering Matters' staff member/volunteer from following Volunteering Matters' safeguarding policy and procedures set out in this document. Therefore, in such instances of a safeguarding concern, the Volunteering Matters' staff member/volunteer should expect to make more than one record of concern; both within the external organisation and internally within Volunteering Matters.

6. Referral Procedures for Staff and Volunteers – What to do if you are concerned

6.1 Children or adults at risk may disclose information that causes concern. In these situations it is important you:

- **Do** stay calm and listen carefully.
- **DO NOT** question their account or probe for further information.
- **DO NOT** promise confidentiality; be honest and explain that you will need to pass this information on in order to help.
- **Do** reassure them that they have done the right thing in telling you.
- **Do** record the information immediately / as soon as physically possible on to the Safeguarding Concern Form and pass this to your Line Manager.
- **Do** refer without delay.

6.2 **Staff** - If an employee of Volunteering Matters has concerns that a child, young person or adult is at risk of harm or abuse, they should complete the Safeguarding Concern Form and pass this to their Manager immediately.

6.3 A referral should not be delayed in order to discuss with your Manager. If it is felt/identified that a person is at immediate risk and your Line Manager is unavailable you should contact the social care department at the appropriate local authority and/or call 999 depending on the nature of the concern. After emergency action has been taken, a Safe Guarding Concern Form should be completed immediately.

6.4 Local authority adult social services take the lead in co-ordinating the multi-agency approach to safeguard adults at risk. Anyone who has a concern about an adult at risk should make a referral to local authority adult social services.

6.5 Local authority children's social care act as the principle point of contact for safeguarding concerns relating to children. Anyone who has a concern about a child's welfare should make a referral to local authority children's social care.

6.6 Volunteers – if a Volunteering Matters volunteer has concerns that a child, young person or adult is at risk of harm or abuse, they should inform their Volunteer Manager immediately. If a volunteer is concerned about the immediate safety of a child, young person or adult at risk they should call 999.

7. Managing Allegations

7.1 We are aware of the possibility of allegations being made against members of staff or volunteers that are working with or may come into contact with children, young people and adults at risk whilst in our organisation. Allegations can be made by these vulnerable groups for a number of reasons.

7.2 If an allegation is made against a member of staff or volunteer this should be brought to the attention of the Director of Delivery immediately. In the case of an allegation being made against the Director of Delivery this must be brought to the attention of the Chair of Trustees and the local LADO (Local Authority Designated Officer) or Local Social Work Department in Scotland on the same day.

7.3 The Director of Delivery/Chair must discuss with the LADO/Local Social Work Department the nature of the allegation, in order for the appropriate action to be taken. They will need to:

- Refer to the LADO/Local Social Work Department immediately and follow up in writing within 48 hours.
- Consider safeguarding arrangements for the child/young person or adult concerned.
- Follow the instruction of the LADO/Local Social Work Department.
- Consider the rights of a staff member/volunteer involved for a fair and equal process of investigation.
- Ensure that the appropriate disciplinary procedures are followed.

7.4 Allegations against a member of staff/volunteer who is no longer works/volunteers for the organisation should be referred to the police. Historical allegations of abuse should also be referred to the police.

8. Training

8.1 When new staff, volunteers or regular visitors join our organisation they will be informed of the safeguarding arrangements in place. They are given a summary of how to look after and deal with safeguarding concerns and who their local safeguarding team of staff is.

8.2 Every new member of staff or volunteer will have an induction period that will include essential safeguarding information. This programme will include basic safeguarding information relating to signs and symptoms of abuse, how to manage a disclosure, how to record concerns and information regarding issues of confidentiality. The induction will also remind staff and volunteers of their responsibility in relation to safeguarding, the remit of the role of their Line Manager and Safeguarding Champion, and that we will work with other agencies and partners in a co-ordinated way to promote the welfare of children and adults at risk to protect them from harm.

8.3 **Volunteering Matters** is committed to ensuring all staff receive safeguarding training appropriate and relevant to their role.

8.4 Each year all staff will be given a safeguarding update during a supervision session/regional hub meeting that reminds staff about safeguarding procedures in the organisation and provides updates on topical safeguarding issues in their area such as the Prevent Duty, CSE and County Lines.

8.5 Our Safeguarding Champions will undertake further safeguarding training in addition to the whole organisation safeguarding training. This will be undertaken at least every two years which updates their awareness and understanding of the impact of the wider agenda of safeguarding issues. This will support both the Safeguarding Champions to be able to better undertake their role and support the organisation in ensuring our safeguarding arrangements are robust and achieve better outcomes for all in our organisation. This includes taking part in multi-agency training and how we contribute to the assessment of children, adults at risk and early help offer.

8.6 Our Board of Trustees will have access to safeguarding training.

9. Safer Staff and Volunteers – Safer recruitment and selection

9.1 Volunteering Matters safely recruits the right staff and volunteers to ensure they are safe to work with children, young people and adults at risk. We ensure that all those recruited are appropriately qualified, trained, and have the relevant employment history, references and vetting checks to ensure they are safe to work with children, young people and adults at risk.

Refer to the Staff Handbook and Volunteer Handbook for more details.

10. Records and Monitoring

10.1 If we are concerned about the welfare or safety of any person, we will record our concern on the Safeguarding Concern Form and pass this to our Manager. Blank copies of these forms are stored in clearly marked files in most offices or are available from Managers.

10.2 Any information recorded will be kept securely in a locked filing cabinet. These files are the responsibility of Line Managers and information will only be shared within the organisation on a need to know basis for the protection of the child, or adult at risk.

10.3 Storing information which is paper based – minimum information needs to be held by Volunteering Matters; the organisation only keeps the Volunteering Matters Safeguarding Concern Form; other information referrals should be forwarded to relevant agencies in order to ensure that we are not holding too much personal data.

10.4 Reports of a concern must be made in writing, on the Safeguarding Concern Form, and signed and dated by the person with the concern.

11. Information Sharing

11.1 Data protection legislation is not a barrier to sharing information, but rather a framework to ensure that personal information is shared appropriately. In particular, the Data Protection Act 2018 balances the rights of the information subject (the individual whom the information is about) and the possible need to share information about them. (Source: Working Together to Safeguard Children July 2018)

11.2 Consent is not always needed to share personal information. Wherever possible you should seek consent and be open and honest with the individual from the outset, as to why, what, how and with whom, their information will be shared. There may be some circumstances where it is not appropriate to seek consent, because the individual cannot give consent, or it is not reasonable to obtain consent, or because to gain consent would put a child's or young person's safety at risk. (Source: Working Together to Safeguard Children July 2018)

11.3 There are seven golden rules for information sharing:

- Remember that the Data protection legislation and GDPR are not a barrier to sharing information
- Keep a record of your decision and the reasons for it. Record what you have shared, with whom and for what purpose – this applies to Line Managers whereby they log and record their referral on the Volunteering Matters Safeguarding Alert Database – see Appendix 5.
- Be open and honest with the person (and/or their family where appropriate) at the outset about why, what, how and with whom information will, or could be

- shared, and seek their agreement, unless it is unsafe or inappropriate to do so.
- Seek advice if you are in any doubt, without disclosing the identity of the person where possible.
 - Share with consent where appropriate and, where possible, respect the wishes of those who do not consent to share confidential information. You may still share information without consent if, in your judgement, that lack of consent can be overridden in public interest. You will need to base your judgement on the facts of the case.
 - Consider safety and well-being of the person and others who may be affected by their actions.
 - Necessary, proportionate, relevant, accurate, timely and secure.

12. Data Protection

12.1 Personal data can be shared in relation to children and adults at risk (Data Protection Act 2018 Schedules 2, 3 and 4. The exemptions are also in Article 23 and Chapter IX of the GDPR) when a safeguarding referral is made. Volunteering Matters ensures measures are taken to protect individual's privacy on a need-to-know basis through the reporting procedures outlined in this policy.

12.2 Only Line Managers have access to the Safeguarding Alert Database (Appendix E) which is located on a secure server in a restricted folder, in accordance with data protection guidelines.

Appendix A - Safeguarding Concern Form

This form is to be used by anyone who has a concern about the welfare of staff, volunteers or beneficiaries, both when a disclosure has been made and when there has not, as well as when a third party raises a concern.

If you do not have all the information asked for please fill in the parts you can and pass it on to your Safeguarding Champion within the same working day as the concern has come to attention.

Please specify who the safeguarding concern relates to;

Adult at risk Child / Young Person Staff Volunteer

Has a disclosure been made? Yes / No (delete as necessary)

1. Your details

Your name:	Email:
Position:	Telephone:
Region:	Line Manager:

2. Details of concern

Please describe your safeguarding concern (please be as factual and detailed as possible. Continue on separate sheet if necessary)

3. How did the concern come to your attention?

Disclosure <input type="checkbox"/>	Concern through observation <input type="checkbox"/>
Reported by Third Party <input type="checkbox"/>	

4. Details of the child/vulnerable person if known

Name:	Address:
Relevant Partner Agency:	

5. Are they currently in receipt of Health or Social Care Services?

Yes No Don't know

If Yes;

Name of Provider.....

Telephone Number.....

6. In the event of an allegation, please provide details of the person(s) alleged to have potential to cause harm, or has caused harm

Name

Address.....

.....

Telephone Number

Type of abuse suspected (please tick ✓ relevant box)

Domestic Violence		Discriminatory Abuse	
Physical Abuse		Organisational Abuse	
Sexual Abuse		Neglect	
Psychological Abuse		Self-Neglect	
Financial Abuse		Grooming	
Modern Slavery		Other (please specify)	

7. Was the incident reported to any authority (e.g. fire services, police, HSE etc.)?

Yes No

If Yes Who was informed

Crime or reference number

Contact Name

Telephone Number

8. Was the incident reported to a third party/referral agency?

Yes No If yes, by whom.....

Name of Agency

Name of team within Agency

Date Time

9. Is any follow-up action required? (to be completed by Safeguarding Manager)

Yes No

If yes, please describe what follow up action is needed:

Signed by Safeguarding Champion.....

Appendix B – Safeguarding Champions across the organisation

Region	Safeguarding Champion	Contact Number
Director of Delivery	Emma Thomas-Hancock	07951 742706
London, East and the South East	Stephen Skeet	07711 497430
	Ann-Marie Williams	07808 860354
	Amber Plumbly	07841 494507
	Ian Duckmanton	07415 182640
	Tonia Wilson	07808 850411
Wales, South West & Midlands	Jason Jones	07823 413265
	Natasha John	07769 883695
	Sianne Morgan	07946 094198
Scotland and North East	Katy McTernan	07765 291616
	Stephanie Fyvie	07823 413270
	Katie Bradshaw	07823 413253
	Pam Robinson	07590 417231
Employee Volunteering	Jill Hillaby	07967 369984
	Lynn Raynal	07944 680483

If you have a safeguarding concern complete the **Safeguarding Concern Form** and pass to your Line Manager immediately.

Appendix C – Types and Indicators of Abuse

Type of Abuse	Possible Indicators
<p><u>Physical Abuse</u> May involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm. It may also be caused by the a parent/carer fabricating or inducing illness in a child or vulnerable person</p>	<ul style="list-style-type: none"> ▪ Unexplained injuries or burns, particularly if they are recurrent ▪ Bruising that cannot be explained satisfactorily ▪ Bite marks ▪ Improbable reasons given to explain injuries ▪ Refusal to discuss injuries ▪ Parents/carers frequently alleging illness in a child ▪ Body covered in hot weather ▪ Self-harm ▪ Fear of returning home ▪ Fear of medical help
<p><u>Emotional Abuse</u> The persistent emotional ill-treatment causing severe and adverse effects on emotional welfare and development. It may involve conveying to a child that s/he is worthless, unloved or inadequate, or valued only insofar as they meet the needs of another person.</p>	<ul style="list-style-type: none"> ▪ Physical, mental and emotional development delays ▪ Over-reaction to mistakes ▪ Continual self-deprecation ▪ Extremes of passivity or aggression ▪ Fear of new situations ▪ Sudden speech disorders ▪ Inappropriate emotional responses to painful situations ▪ Neurotic behaviour (e.g. continual rocking) ▪ Self-harm ▪ Compulsive stealing/scavenging ▪ Drug/solvent abuse ▪ Fear of parents being contacted
<p><u>Sexual Abuse</u> Involves forcing or enticing someone to take part in sexual activities, whether or not they are aware of what is happening. Activities may involve physical contact, including penetrative (e.g. rape) or non-penetrative acts (e.g. touching/oral sex). Sexual abuse can include exposure of a child or adult at risk to sexual stimulation inappropriate to their age and development (e.g. pornography).</p> <p>Anyone regardless of age, gender and race can be a victim or perpetrator of sexual abuse.</p>	<ul style="list-style-type: none"> ▪ Sexualised play ▪ Sexualisation of relationships ▪ Premature sexual awareness ▪ Continual open masturbation ▪ Sexual pre-occupation in talk, drawings, play etc. ▪ Pregnancy when father is unknown ▪ Avoidance of men ▪ Reluctance to go home ▪ Hints of possession of secrets ▪ Unexplained gifts or money ▪ Self-harm, attempted suicide ▪ Sudden change of behaviour /school performance ▪ Over compliant or watchful attitude

<p>Do we need to include Sexual Harassment as well as abuse? It is possible to be an adult who isn't at risk of harm but still be subject to sexual harassment rather than abuse (on the Charity Commission list)</p>	
<p><u>Financial Abuse</u> The misuse of a person's funds or assets; obtaining funds without their knowledge and consent, or in the case of an elderly person who is not competent, not in his/her best interests. This can include misuse of power of attorney, tricking someone out of money, cashing pension/cheques without authorisation, using someone's money for purposes other those intended.</p>	<ul style="list-style-type: none"> ▪ Unexplained withdrawals from the bank ▪ Unusual activity in the bank accounts ▪ Unpaid bills ▪ Unexplained shortage of money ▪ Reluctance on the part of the person with responsibility for the funds to provide basic food and clothes etc. ▪ Fraud ▪ Theft
<p><u>Neglect</u> The persistent failure to meet a child or adults at risk' basic physical and/or psychological needs, likely to result in the serious impairment of the person's health or development. It may involve a parent/carer failing to provide adequate food, shelter and clothing, access to medical care and protect a child or adult at risk from physical harm.</p>	<p><u>Children</u></p> <ul style="list-style-type: none"> ▪ constant hunger ▪ being excessively underweight or overweight ▪ poor personal hygiene ▪ poor state of clothing ▪ being inappropriately dressed for weather conditions ▪ frequent lateness or non-attendance at school ▪ untreated medical problems ▪ destructive tendencies ▪ neurotic behaviour ▪ compulsive scavenging or stealing ▪ low self-esteem ▪ no social relationships / problems with social interaction <p><u>Adults at risk</u></p> <ul style="list-style-type: none"> ▪ Malnutrition ▪ Untreated medical problems ▪ Bed Sores ▪ Confusion ▪ Over-sedation ▪ Deprivation of meals may constitute "wilful neglect"
<p><u>Discriminatory Abuse</u> Treating someone unfairly because something is different about them. This</p>	<ul style="list-style-type: none"> ▪ Lack of choice ▪ Lack of privacy and dignity ▪ Few personal belongings

<p>can include unfair or less favourable treatment due to a person’s race, gender, age, disability, religion, sexuality, appearance or cultural background.</p> <p>Again, I think we need to make reference to bullying and harassment here (on the Charity Commission list)</p>	<ul style="list-style-type: none"> ▪ Use of punishment such as withholding food or drink ▪ Tendency to be withdrawn and isolated ▪ Expression of anger, fear, frustration or anxiety ▪ Lack of disabled access ▪ Being refused access to services or being excluded inappropriately
<p><u>Grooming / Online Grooming</u> Perpetrators of abuse often use the internet as a means of targeting victims for sexual abuse. Grooming is not limited to online activity and the same warning signs are relevant for all forms of grooming.</p> <p>Also see PREVENT policy which recognises radicalisation which also often begins online.</p>	<ul style="list-style-type: none"> ▪ Being secretive about who they are talking to and where they are going ▪ Often returning home late or staying out all night ▪ Sudden changes in their appearance and wearing more revealing clothes ▪ Becoming involved in drugs or alcohol, particularly if you suspect they are being supplied by older men or women ▪ Becoming emotionally volatile (mood swings are common in all young people, but more severe changes could indicate that something is wrong) ▪ Using sexual language that you wouldn’t expect them to know ▪ Engaging less with their usual friends ▪ Appearing controlled by their phone ▪ Switching to a new screen when you come near the computer.
<p><u>Trafficking and Modern Slavery</u> Modern slavery includes human trafficking, slavery, servitude and forced and compulsory labour. Exploitation takes a number of forms, including sexual exploitation, forced manual labour and domestic servitude, and victims come from all walks of life</p>	<p>The Salvation Army poses the following questions to help identify when someone is a victim of trafficking;</p> <ul style="list-style-type: none"> ▪ Is the victim in possession of a passport, identification or travel documents? Are these documents in possession of someone else? ▪ Does the victim act as if they were instructed or coached by someone else? Do they allow others to speak for them when spoken to directly? ▪ Was the victim recruited for one purpose and forced to engage in some other job? Was their transport paid for by facilitators, whom they must pay back through providing services? ▪ Does the victim receive little or no payment for their work? Is someone else in control of their earnings? ▪ Was the victim forced to perform sexual acts? ▪ Does the victim have freedom of movement?

	<ul style="list-style-type: none"> ▪ Has the victim or family been threatened with harm if the victim attempts to escape? ▪ Is the victim under the impression they are bonded by debt, or in a situation of dependence? ▪ Has the victim been harmed or deprived of food, water, sleep, medical care or other life necessities? ▪ Can the victim freely contact friends or family? Do they have limited social interaction or contact with people outside their immediate environment?
<p><u>Child Sexual Exploitation</u> A form of sexual abuse which occurs when an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child into sexual activity. Does not always involve physical contact; can occur through the use of technology</p>	<ul style="list-style-type: none"> ▪ Acquisition of money, clothes, mobile phones without plausible explanation ▪ Gang-association or isolation from peers ▪ Unexplained absence from school/college ▪ Excessive receipt of texts/phone calls ▪ Use of drugs or alcohol ▪ Inappropriate sexualised behaviour for age/STI's ▪ Increasing secretiveness ▪ Evidence or suspicion of sexual assault ▪ Concerning use of internet/social media ▪ Relationships with controlling or older individuals or groups
<p><u>Domestic Abuse</u> An incident or pattern of incidents of controlling, coercive, threatening, degrading or violent behaviour within relationships. Most often perpetrated by a partner or ex-partner but also could be by a family member or carer. Can be physical, emotional, sexual or financial. Affects children living within a household where there is domestic abuse.</p>	<ul style="list-style-type: none"> ▪ Being withdrawn ▪ Suddenly behaving differently ▪ Mental health issues/problems sleeping ▪ Low self esteem ▪ Self-harm ▪ Drug/alcohol use ▪ Unexplained or recurring injuries ▪ Unexplained health issues and pain
<p><u>Forced Marriage</u> Where a marriage takes place based on physical pressure (such as threats, physical or sexual violence) or emotional and psychological pressure (such as being made to feel like bringing shame on a family).</p>	<ul style="list-style-type: none"> ▪ Becoming increasingly withdrawn and isolated from peers ▪ Evidence of physical abuse ▪ Going away suddenly on holiday for no apparent reason ▪ Extended absence from school/college ▪ Evidence of self-harm ▪ A child going missing / running away ▪ Evidence of family dispute/conflict ▪ A child always being accompanied to school and doctor's appointments ▪ Contradictions in a child's version of events

	<ul style="list-style-type: none"> ▪ Unreasonable restrictions such as not being allowed to finish education
<p><u>Honour Based Violence, including Marriage and Female Genital Mutilation (FGM)</u></p> <p>A collection of practices used to control behaviour within families or other groups to protect perceived cultural and religious beliefs or honour. This can occur when it is perceived that a relative has shamed the family/group. It differs from other forms of violence due to the nature of collusion and/or approval from other members of the family/group. Violence of this kind can include forced marriage, rape, physical assaults, kidnap, and threats of violence, FGM or witnessing violence directed at a family member.</p>	<ul style="list-style-type: none"> ▪ Similar indicators as for Forced Marriage and Domestic Abuse above. However there are significantly different responses required. ▪ There will be limited opportunities for a victim to seek help ▪ The victim will be at extreme risk if their family know they have asked for help and all aspects of their safety must be assessed
<p><u>Radicalisation and Extremism</u></p> <p>This is a process in which a person begins to adopt extreme political, religious or social views, and through these, engage in extremist activity.</p> <p>Often, their views are formed through misunderstanding, anger, resentment, fear or a sense of injustice.</p>	<ul style="list-style-type: none"> ▪ Becoming increasingly argumentative and secretive as to their whereabouts ▪ Refusing to listen to differing opinions ▪ Becoming abusive to people who are different ▪ Embracing conspiracy theories ▪ Feeling persecuted ▪ Changes to appearance and friendship groups ▪ No longer engaging in activities they used to enjoy ▪ Converting to a new religion ▪ Being sympathetic to extremist ideologies ▪ Having more than one online identity ▪ Accessing extremist content online

Appendix D - Code of Conduct for Staff and Volunteers supporting Children and Adults at risk

1. Prevention and Intervention

1.1 This code has been written to assist trustees, staff and volunteers in maintaining proper and appropriate relationships with the children, young people and adults at risk that Volunteering Matters supports.

1.2 Volunteering Matters support some of the most vulnerable children and young people in our communities and this document is designed to provide guidance for trustees, staff and volunteers which will protect them (staff and volunteers) from situations that may lead to allegations against them as well as protecting the children, young people and adults at risk who Volunteering Matters support.

1.3 Volunteering Matters expects that all trustees, staff and volunteers will be committed to actively protecting children, young people and adults at risk from discrimination and avoidable harm. Trustees, staff and volunteers who are supporting children, young people and adults at risk need to be prudent about their own conduct and vigilant about the conduct of others so that their relationships with children, young people and adults at risk remain, and are seen to remain, entirely proper and appropriate. It is recognised that trustees, staff and volunteers can be vulnerable to the possible consequences of their close professional relationships with children, young people and adults at risk. Supportive relationships can have potential for malicious and misplaced allegations being made, whether deliberately or innocently, arising from the normal and proper associations that staff and volunteers may have with children, young people and adults at risk.

1.4 Many staff and volunteers have a close and supportive relationship with a child, young person or adult at risk that Volunteering Matters has been asked to support. The guidelines outlined below are not intended to make trustees, members of staff or volunteers feel unduly anxious about working with these groups but are, in fact, intended to give them confidence in offering guidance on appropriate behaviour and an appropriate approach.

2. Key principles for the Safeguarding of Children/Young People

- Those working with, or supporting, children and adults at risk are in a position of trust and the guidance on Safeguarding Children applies.
- All children and adults at risk, whatever their gender, racial origin, culture, religious belief and/or sexual identity have the right to be treated with respect, have their dignity maintained and an entitlement to protection from mistreatment and abuse.
- All children and adults at risk have the right to access support with as much independence as is appropriate and within their capabilities, and to make choices,

even if those choices involve a degree of risk (as long as the procedure on Risk Assessment is adhered to).

- All incidents and allegations or suspicions of abuse should be taken seriously and responded to swiftly and in line with the procedures outlined within this Safeguarding Policy.

3. Good Practice Guidelines

Trustees, staff and volunteers will be supported and trained to demonstrate exemplary behaviour . Some examples are below:

- Encourage an open environment – no secrets.
- Be mindful of where you are when you are supporting a child or adult at risk and of the potential risks which may arise from being with them in private.
- Treat all children and adults at risk with respect and dignity
- Maintain a safe and appropriate distance.
- As a general principle, trustees, staff and volunteers should not have unnecessary physical contact with children and adults at risk. There may be some limited occasions when someone needs comfort or reassurance, which may include physical comforting. Any such comforting gestures must always be acceptable to the person concerned. A member of staff should be aware, however, that any physical contact may be misconstrued by a child, vulnerable person, parent/carer or observer.
- Staff who administer first aid should ensure wherever possible that another adult is present, if they are in any doubt as to whether necessary physical contact could be misconstrued.
- Ensure any form of movement & handling, physical support or personal care is provided appropriately and in line with policies or protocols on Movement & Handling, Personal Care, and Guiding Skills for the Deaf (CACDP) etc.
- Social media sites, including Facebook, WhatsApp and twitter, and other internet or mobile based technologies should not be used by trustees, staff or volunteers to engage with the children or adults at risk that Volunteering Matters supports unless this is a specific requirement of their role and has been approved by their Line Manager in advance. For example, trustees, staff and volunteers should not invite a child or adult at risk supported by Volunteering Matters to become 'friends' with them on Facebook unless it is a Volunteering Matters' Facebook account. Trustees, staff and volunteers should also take care to protect their personal privacy online in order to maintain a safe and appropriate distance from the beneficiaries Volunteering Matters supports.
- Trustees, staff and Volunteers must not divulge their personal contact details, including personal email address or phone numbers to children or adults at risk.

4. Practices never to be sanctioned

- Allowing or engaging in any form of inappropriate touching.
- Using sexually suggestive comments, even in fun.
- Sharing material of a sexually suggestive, offensive or pornographic nature with staff, volunteers or beneficiaries.
- Allowing allegations made by a child or adult at risk to be unrecorded and not acted upon.
- Doing things of a personal nature when the child or adult at risk can do it for him or herself.
- Administering medication unless trained and approved to do so.

Appendix F - Relevant Links

Disclosure for Vetting & Barring (Disclosure and Barring Service Referral Guide;

<http://www.homeoffice.gov.uk/publications/agencies-public-bodies/dbs/dbs-referrals-guidance/dbs-referral-faq?view=Binary>

Disclosure Scotland Protection Services

<http://www.disclosurescotland.co.uk/protectionservices/referralprocess.htm>

Relevant Legislation

Children and Young People Act 1989

<http://www.legislation.gov.uk/ukpga/1989/41/contents>

Children (Northern Ireland) Order 1995

<http://www.legislation.gov.uk/nisi/1995/755/contents/made>

Children (Scotland) Act 1995

<http://www.legislation.gov.uk/ukpga/1995/36/contents>

Children Act 2004

<http://www.legislation.gov.uk/ukpga/2004/31/contents>

Working Together to Safeguard Children 26th March 2015

<https://www.gov.uk/government/publications/working-together-to-safeguard-children--2>

National guidance for Child protection in Scotland 2014

<http://www.gov.scot/Publications/2014/05/3052/0>

Wales Child Protection Procedures

<https://www.nspcc.org.uk/preventing-abuse/child-protection-system/wales/legislation-policy-guidance/>

UN Convention on Rights of the Child

<https://www.gov.uk/government/policies/creating-a-fairer-and-more-equal-society/supporting-pages/the-united-nations-convention-on-the-rights-of-the-child-uncrc>

Human Rights Act 1998

<http://www.legislation.gov.uk/ukpga/1998/42/contents>

Safeguarding Vulnerable Group Act 2006

<http://www.legislation.gov.uk/ukpga/2006/47/contents>

Equalities Act 2010

<http://www.legislation.gov.uk/ukpga/2010/15/contents>

The Care Act 2014

<http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

No Secrets Guidance on protecting Adult at risks in Care

<https://www.gov.uk/government/publications/no-secrets-guidance-on-protecting-vulnerable-adults-in-care>