# WARWICK VOLUNTEERS

## SAFEGUARDING POLICY and GUIDELINES

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SECTION 1: SAFEGUARDING POLICY

1.1 INTRODUCTION

Safeguarding children and vulnerable adults is everyone’s responsibility; everyone who comes into contact with them has a role to play in identifying concerns, sharing information and taking prompt action. This document provides guidelines on what you should do to keep children and vulnerable adults safe from abuse and neglect. As a volunteer you might observe signs of abuse or neglect, or changes in behaviour which may indicate they are being abused or neglected. It is important that you are aware of what to look for and what to do if you are concerned that a child or vulnerable adult is at risk.

If your volunteering role involves working with children or vulnerable adults, Warwick Volunteers (WV) will provide basic training via the online Safeguarding Essentials course which complements the guidelines in this Policy. The charity or organisation with whom you volunteer may also provide training if appropriate. You should make yourself aware of the name and contact details for the charity/organisations safeguarding lead and familiarise yourself with their safeguarding policy at the start of your volunteer placement. WV staff are trained to offer you any support you need to recognise and act upon any safeguarding issues that may happen whilst you are volunteering. This Safeguarding Policy is a set of guidelines which apply to all WV staff, volunteers and link organisations. Volunteers are also advised to read the WV Volunteering Policy.

Although there is different legislation for safeguarding children and safeguarding vulnerable adults, when responding to safeguarding needs most of the principles and procedures are the same. Section 2 of this policy refers to legislation and guidelines for safeguarding children and Section 3 to legislation and guidelines for safeguarding vulnerable adults. However, the procedures to be followed if you are worried about a safeguarding issue are the same for both groups of people and are set out in Section 4.

The safety of the child or vulnerable adult and other volunteers is vitally important to WV and the procedures we follow to protect them are:

a) We assess the role requirements of all volunteers working with children and vulnerable adults and ensure that volunteers receive safeguarding and project specific training.

b) We undertake a Disclosure and Baring Service (DBS) Enhanced Disclosure for all roles where a check is permitted under DBS legislation. The DBS check is free to the volunteer and is administered by WV. If the DBS check contains Disclosure information, a decision is taken on a case-by-case basis by the organisation where the student will volunteer based on their safeguarding policy.

c) If a volunteer has lived abroad for six months or more in the last five years, they will be asked to provide WV with a Certificate of Good Conduct (CoGC) from the country(ies) where they have lived. Reasonable expenses relating to obtaining the CoGC or translating it into English will be reimbursed by WV. If a CoGC is required, the volunteer is not allowed to begin their placement until both the DBS check and the COGC have been received.

d) For activities delivered through an external partner organisation, WV will ask the partner organisation to determine the requirement for a DBS Enhanced Disclosure and Certificate of Good Conduct based on their risk assessment of the role and the eligibility of the role under DBS legislation.

e) WV will uphold the WV Safeguarding Policy at all times and ensure that all volunteers abide by it whilst on their placement.
1.2 Roles in Warwick Volunteers

a) VOLUNTEER – as defined by the WV Volunteering Policy, the person who undertakes the voluntary placement.

b) VOLUNTEER DEVELOPMENT CO-ORDINATOR – employed member of WV staff. Provides support for the Project Leaders and Executive Committee Members.

c) WV MANAGER – employed member of WV staff and manager of the whole project.

d) WV STEERING COMMITTEE – a joint committee of University of Warwick staff, student representatives and community partners, responsible for oversight and strategic development of Warwick Volunteers’ activities.

e) DESIGNATED PERSON FOR SAFEGUARDING – the person responsible at the University of Warwick for safeguarding.

1.3 Your responsibilities as a volunteer:

a) Complete the WV Safeguarding Essentials online training session course.

b) Complete any other training specific to the volunteering project you have selected.

c) The first time you volunteer at a new location e.g. school, take with you your DBS Certificate and Certificate of Good Conduct (if applicable) and a form of photo ID. You may be asked to show these documents.

d) Find out about the organisations safeguarding policies and who is responsible in their organisation for Safeguarding.

e) Recognise, identify and report signs of abuse, neglect, disclosures and other safeguarding concerns relating to children and vulnerable adults.

f) Respond appropriately to any allegations or disclosures by following the procedure set out in section 4 of this policy.

g) Give highest priority to the safety and welfare of children and vulnerable adults.

h) Recognise your individual responsibility for your own safety and that of others with whom you volunteer.

i) Complete a Childcare Disqualification check if requested by the school where you are volunteering.

j) Respect appropriate methods of dealing with private and confidential information.

1.4 Responsibilities NOT in the volunteer’s role:

a) Assessing the accuracy of an allegation.

b) Contacting Social Services in the case of an allegation.

c) Personal responsibility for the physical and/or emotional welfare of any child or vulnerable adult with whom they volunteer.

1.5 Responsibilities of Warwick Volunteers:

a) Providing training to volunteers which equips them with the appropriate knowledge and skills for their volunteering role.

b) Ensuring that the Volunteer Development Co-ordinators are appropriately trained in safeguarding issues.

c) Providing private and confidential support and advice for Project Leaders and volunteers, through the Volunteer Development Co-ordinators.

1 See WV Volunteering Policy.
d) Addressing safeguarding issues swiftly and efficiently, in accordance with the University of Warwick’s Safeguarding Policy.

e) Ensuring all stakeholders are aware of this policy and the robustness of safeguarding procedures in place at the University of Warwick.

SECTION 2: CHILDREN

2.1 Definitions

A child is anyone under the age of 18 years.

2.2 Types of abuse

The Department for Education (DfE) is responsible for child protection in England. It sets out policy, legislation and statutory guidance on how the child protection system should work. The key guidance for child protection is *Working together to safeguard children* (DfE, 2018). It states that:

- Everyone who works with children has a responsibility for keeping them safe
- Everyone who comes into contact with children and families has a role to play in sharing information and identifying concerns.

There are different scenarios which can lead to a safeguarding issue with children and if you have any concerns at all about a child’s welfare do not hesitate to report it straight away to the safeguarding person at the organisation where you are volunteering.

You should read the [NSPCC guidance on signs of abuse in children](https://www.nspcc.org.uk) to raise your awareness of the different signs that a child may display.

SECTION 3: ADULTS AT RISK OF HARM

3.1 Definitions

An adult at risk (previously referred to as vulnerable adult) is someone over the age of 18 who needs care or support. Care and support comes from lots of different people; family, friends, people in the community as well as organisations such as care homes. The Care Act 2014 makes it clear that abuse of an adult links to circumstances rather than the characteristics of the person experiencing the harm.

Volunteer roles in Warwick Volunteers working with adults are unlikely to be eligible for a DBS check, but safeguarding is about more than having a criminal records check and it is everyone’s responsibility to be aware of types of abuse and report any concerns.

3.2 Types of Abuse

Abuse and neglect can be carried out by anyone in contact with adults. The Care Act recognises different types of harm. Use the link along with the Safeguarding Essentials course on Moodle to familiarise yourself with different types of abuse.
SECTION 4: WHAT TO DO IF YOU ARE WORRIED ABOUT A SAFEGUARDING ISSUE

There are several ways in which you, as a volunteer, may become aware of abuse and you should be alert to them. They are as follows:

a) An allegation made by the child or adult at risk directly to you (a Disclosure)
b) By reports or allegations made by another person
c) By observing signs or indications of abuse
d) By an admission from an abuser

Having read the information in Sections 2 and 3, if you have ANY cause for concern that a person on your volunteering project is being abused, it is essential that the issue is addressed immediately and any allegation is dealt with by a professional.

It is NOT your responsibility to assess the accuracy of an allegation, but you must gather and pass on any information to the person responsible for safeguarding in the organisation where you are volunteering. Keep the information confidential between you and the person responsible for safeguarding.

4.1 Responding to Allegations, Reports or Admissions about Abuse

Definition of Terms:

LEADING QUESTIONS: questions that lead someone to respond in a particular way or focus on a certain set of answers. e.g. “Is someone at home hurting you?”
CLOSED QUESTIONS: questions that allow or require only a ‘yes’ or ‘no’ answer.
OPEN QUESTIONS: questions that cannot be answered with a ‘yes’ or ‘no’ and lead more into full answers. e.g. “What do you like to do in your free time?”

a) Stay calm, objective and be non-judgemental, it is your role to listen and ask questions which will provide information for professionals.
b) Talk to the person privately and sensitively to find out if there is anything that is worrying them. DO NOT ask LEADING QUESTIONS or suggest to them that you are suspicious of abuse.
c) Keep questions to a minimum and allow the person to talk. If asking any questions avoid using CLOSED QUESTIONS.
d) To avoid asking questions, repeat what they say back to them. Allow them to confirm what they have said or correct anything they want to change.
e) Be sure that you are absolutely clear what they have told you (regardless of whether or not it is a full Disclosure).
f) Make a written note of your concerns, what has happened and what has been said. The written note needs to list the date and facts and avoid any speculation or opinion.
g) Tell the person involved what you are going to do about the concern and note any views they have about how they wish the matter to be dealt with.
h) Keep notes and information confidential. Your notes contain personal data which you must protect so take care to look after it and share it securely. Tell only the people who need to know, such as the Safeguarding Officer at the organisation where you are volunteering.

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2 This implies three things: 1) that there is a serious problem, 2) That the problem is at home, 3) That the problem is that the child is being hurt (abused). It leads the conversation down a narrow filed of investigation. The question is also a CLOSED QUESTION.
4.2 Giving advice

There are free professional advice services available by telephone which a child or adult at risk may call if they wish:

a) Childline: 0800 1111
   Childline is a free advice service for children. You should emphasise to child that the calls are free and that no call will appear on any telephone bill. However, you should remind the child that calls from mobile phones are NOT free, even to these numbers.

b) Action on Elder Abuse: 0808 808 8141
   Action on Elder Abuse offers a free and in confidence helpline for older people who have experienced abuse.

Any volunteer who feels a need to recommend a person to use these advice lines should communicate their concerns to the Project Leader or Volunteer Development Coordinator as well.

4.3 Communicating Safeguarding Issues or Concerns

WV provides a support structure for all Project Leaders and their volunteers, through the WV staff. These people are well trained in child protection and there to provide private and confidential advice and support.

At the start of your volunteering project, you should familiarise yourself with the local volunteering contact (e.g. at the school or care home) and the local policies. If you are concerned about a safeguarding issue, you should report it directly to this person.

4.3.1 Action that the volunteer should NOT take

You are not personally responsible for providing any form of protection or respite from an abusive or potentially abusive situation. THE VOLUNTEER MUST NOT PUT HIMSELF INTO A POSITION OF UNNECESSARY RISK.

a) You must NOT contact the friends or family of the child or disclose any information to them.

b) You are NOT responsible for contacting Social Services.

a) Do not, under any circumstances, confront or contact the accused, or talk to friends and/or family of the abused

4.3.2 If you suspects a colleague of abuse

a) Communicate your concerns to the Project Leader immediately.

b) If the concern is with regards to the Project Leader then you should report directly to the Volunteer Development Co-ordinator, who will deal with the issue.

c) In the event that this is not possible, you must direct you concerns to the WV Manager.

4.4 Dealing with potentially URGENT OR EMERGENCY SITUATIONS

a) If possible, speak to the safeguarding contact in the organisation where you are volunteering and follow their instructions.

b) If it is not possible to contact the safeguarding person and the child or adult at risk is in IMMEDIATE DANGER, telephone the police or ambulance service on 999.

If calling 999 from campus, try to use a landline telephone which alerts the security team to the situation.
d) Contact the Volunteer Development Coordinator or the Manager of Warwick Volunteers during office hours and tell them what has happened.

e) Email safeguarding@warwick.ac.uk as soon as you can, but note that a report sent to this email account is not an alternative to calling the Emergency Services; if a child or adult at risk is in immediate danger, call the Emergency Services first.

SECTION 5: BEHAVIOUR GUIDELINES FOR VOLUNTEERS

All volunteers who work with children and adults at risk have a responsibility to ensure their safety in any Warwick Volunteers activity. Project-specific guidelines will be provided as part of the project training. All training will be reviewed annually.

5.1 Volunteers should:
   a) Set examples of appropriate behaviour and should avoid using sarcasm, discrimination, negative criticism, labelling, and so on.
   b) Positively encourage good behaviour and discourage inappropriate behaviour.
   c) Show respect for people at all times and be sensitive to the feelings of individuals.
   d) Should treat all children and adults fairly at all times.
   e) Abide by the University’s Behaviour Guidelines https://warwick.ac.uk/students/studentbehaviour

5.2 Volunteers should NOT:
   a) Physically punish any child or adult at risk that they are working with.
   b) Humiliate or belittle any child or adult at risk
   c) Use inappropriate language and humour or act in any way that could be considered offensive or inappropriate.
   d) Deprive any child or adult at risk of food or other necessities, nor unreasonably deny them access to basic facilities for health and hygiene.
   e) Be left alone with children or adult at risk. Additional project-specific training will be provided for any projects that are likely to include one-to-one contact.
   f) Attempt to make any contact with a child or adult at risk outside of the project e.g. taking or sharing contact details including social media links.
   g) Take photographs of people whilst volunteering.

5.3 Disciplinary Procedures:

All WV volunteers are subject to the University’s Regulation 23 at all times whilst on a voluntary placement and it is their responsibility to familiarise themselves with these.

In addition to this, you will need to familiarise yourself with the disciplinary procedures of any link organisations and ensure that you work within them.
SECTION 6: CONTACT DETAILS

Below are the main contact details that a volunteer will need in the case of any queries or problems that may arise with regards to child protection. Contact details for each individual Project Leader will depend on the project.

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<tr>
<th>Position</th>
<th>Name</th>
<th>Telephone</th>
<th>Email</th>
</tr>
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<tbody>
<tr>
<td>Volunteer Development Coordinator</td>
<td>Kim Waite</td>
<td>024 7657 3066</td>
<td><a href="mailto:Kim.Waite@warwick.ac.uk">Kim.Waite@warwick.ac.uk</a></td>
</tr>
<tr>
<td>Volunteer Development Coordinator</td>
<td>Sarah Newell</td>
<td>024 7657 5744</td>
<td><a href="mailto:Sarah.L.Newell@warwick.ac.uk">Sarah.L.Newell@warwick.ac.uk</a></td>
</tr>
<tr>
<td>WV Manager</td>
<td>Helen Blunt</td>
<td>024 7657 2821</td>
<td><a href="mailto:H.E.Blunt@warwick.ac.uk">H.E.Blunt@warwick.ac.uk</a></td>
</tr>
<tr>
<td>Designated Person for Safeguarding at the University of Warwick</td>
<td>Hannah Friend</td>
<td></td>
<td><a href="mailto:safeguarding@warwick.ac.uk">safeguarding@warwick.ac.uk</a></td>
</tr>
<tr>
<td>Emergency Services required on campus contact</td>
<td>University of Warwick Security</td>
<td>024 76 522222</td>
<td></td>
</tr>
<tr>
<td>Emergency Services required off campus (police or ambulance)</td>
<td>Emergency Services</td>
<td>999</td>
<td></td>
</tr>
<tr>
<td>Non-urgent advice from the Police or to log a concern</td>
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Address for all enquiries: Warwick Volunteers, c/o SUHQ, University of Warwick, Coventry, CV4 7AL

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