

As a Girlguiding volunteer, member or member of staff you share a responsibility to protect and promote the safety and wellbeing of girls, young women and adults as you help them reach their full potential through great guiding experiences.

So, it's extremely important that you're clear about your safeguarding responsibilities, and about Girlguiding's commitment to safeguarding.

Your Volunteer Code of Conduct maps out what is expected of you at all times. This is Girlguiding's expectation of how you work with others in Girlguiding (including girls, young women and adults) and members of the public (including parents and partner organisations).

By following it you will be able to check that you are always doing the right thing and behaving in the right way.

You will be reminded of what Girlguiding stands for, of our mission, Promise and values, to be caring, challenging, empowering, fun, inclusive and inspiring.

As a Girlguiding volunteer you must **not** act fraudulently or dishonestly, or do anything which brings (or is likely to bring) Girlguiding into disrepute or have a negative impact on Girlguiding or its reputation.

## Your Code of Conduct

As a Girlguiding volunteer you must always:

- ✓ Be a good role model.
- ✓ Comply with all applicable UK laws and guidance as well as those of the country your unit or activity is based.
- ✓ Follow Girlguiding policies and procedures and re-read them regularly so you are aware of updates.
- ✓ Deliver the Girlguiding programme, and support other adults to meet the Girlguiding programme requirements.
- ✓ Be responsible and accountable.
- ✓ Be fair and treat everyone with respect and dignity.
- ✓ Respect privacy in line with our policies and guidance.
- ✓ Communicate with others in an open and respectful way.
- ✓ Work together with Girlguiding members, their parents/carers and members of the public.

## Important contact details

### Girlguiding HQ Safeguarding team

#### Office hours

(+44) 0207 834 6242 ext.3037

Out of hours (emergencies)  
5pm-10pm weekdays  
9am-10pm weekends/bank holidays

(+44) 07508 032997

#### Email

[safeguarding@girlguiding.org.uk](mailto:safeguarding@girlguiding.org.uk)

#### Web

[girlguiding.org.uk/safeguarding](http://girlguiding.org.uk/safeguarding)

© Girlguiding | Published January 2021

Registered charity number 306016



## A Safe Space safeguarding pocket guide

2021  
edition

What to do if you have a concern about a girl, young woman or adult member within Girlguiding

## Safeguarding allegations, concerns and disclosures

### Reporting concerns

If you're made aware of an allegation, concern or disclosure or if you have a concern about a young person's or volunteer's physical, sexual or emotional well-being, it is extremely important that you understand your responsibilities. It is your responsibility to seek advice and support from your commissioner or the Safeguarding team and to follow the process for reporting an allegation, concern or disclosure.

Under relevant statutory guidance, voluntary organisations are recognised as playing an important role in safeguarding children. The guidance also makes it clear that volunteers have the same safeguarding responsibilities as those who work with children in a paid capacity.

For that reason, we ask that you complete the 'Process for reporting an allegation, concern or disclosure' within 24-hours, or sooner if it is an emergency or there is an immediate risk of significant harm.



### Concerns about a volunteer

Any safeguarding allegation, concern or disclosure about a Girlguiding volunteer must be immediately referred to your commissioner or the Safeguarding team at HQ.

You must inform your commissioner or the Safeguarding team of any ongoing or past investigation(s) by the police, social services, an employer or other organisation you volunteer for, which relates to children or adults at risk, involving yourself or any person you have a significant relationship with. This could be someone you live with, immediate family members or partners. Please be assured that this matter will be dealt with confidentially by the commissioner and Safeguarding team at HQ.

### Honest conversations

The Safeguarding team may ask you to speak to the parent/carer of the young person or the adult member about the concerns raised. This conversation might have to take place before the concern can be progressed by the Safeguarding team or other external agencies. Your local commissioners and country/region safeguarding volunteers are available to provide you with support.

## Process for reporting an allegation, concern or disclosure



## Do's and Don'ts for handling a disclosure

### Do

- **Listen** carefully and trust that what is being said is correct.
- Offer immediate **support** and reassurance.
- **Record a factual account** of the conversation immediately, using the person's actual words wherever possible. Sign, date and keep the record safe.
- **Share** the report with your unit leader immediately and contact your commissioner or the Safeguarding team at HQ to report the disclosure.

### Don't

- Tell the person that you **can keep it a secret**. Do explain that you may need to pass the information on to keep them or other people safe.
- Panic, overreact, be judgmental or make assumptions.
- **Investigate**, repeatedly question or ask the individual to repeat the disclosure.
- Discuss the disclosure with people who do not need to know.