

CYCALL Safeguarding Policy of Volunteers & Service Users

This policy applies to all Service Users, their caregivers and Volunteers of CYCALL. This policy should be read and implemented alongside CYCALL's Child Protection Policy.

In our work with children/young people/adults who may be at risk due to age, illness or disability CYCALL will endeavour at all times to provide services and activities which minimise risk and are as safe as we can make them.

We aim to protect our volunteers and service users from harm or maltreatment, prevent the impairment of health or development, ensure the provision of safe and effective care, promote people's life chances and ensure children enter adulthood successfully.

We will work in partnership with other local / national agencies to put in place appropriate procedures for reporting, making referrals, accessing training and specialist support, as and when required.

Safer recruitment

To do so, CYCALL will seek to recruit volunteers using appropriate procedures, safeguards and checks, including the use of *Disclosure and Barring Service (DBS) Checks*.

We will take up references for all volunteer roles prior to appointment. We will use Disclosure & Barring Service (DBS) checks to help us to assess suitability. All volunteers will undergo an Enhanced Disclosure in line with the guidance received from Safety Net. Safety Net will be CYCALL's chosen administrator of DBS checks. We will assess any criminal record information that is disclosed in line with our GDPR data protection, Recruitment of Ex-Offenders and Equalities & Diversity policies.

We will provide an induction programme for all new volunteers and appropriate training to enable all personnel feel able to undertake their roles safely and confidently, and provide ongoing training as benefits the personal and professional development of individuals and of our organisation. All Trustees and volunteers will receive ongoing Safeguarding Training.

We will regularly review our recruitment procedures in response to changes in legislation and systems external to our organisation e.g. DBS and barring list checks

Volunteers

It is important that all volunteers are treated fairly, are given clear expectations of their role within the organisation and are supported to fulfil that role.

All volunteer roles will be supported by a Volunteer Coordinator Supporter. (MRS MARTINE WALTERS)

Our volunteers will be required to adhere to CYCALL's Code of Conduct at all times as a representative of our organisation.

Safeguarding Officer

Our appointed Safeguarding Officer (Mrs Martine Walters) will be available to volunteers and service users to speak to when they have any concerns, issues or complaints regarding the safety, well-being or conduct of service users and volunteers.

Awareness of harm and abuse in our organisation

Harm is caused by accidents, deliberate abuse (physical, sexual, emotional, financial), neglect (deliberate or not) or factors such as bullying, prejudicial attitudes or a failure to enable *a person* to participate in activities that are open to most of their peers.

All incidents of harm to anyone involved in our service will require an appropriate response to reduce risks and improve our service

Deliberate acts of harm (sexual, physical, emotional and financial) and neglect are abuses against the person and will incur disciplinary proceedings (see Grievance Procedures) and require reports and referrals to social services, the police, other professional bodies and the Disclosure and Barring Service (DBS).

Significant harm

Significant harm is the accepted point at which it is appropriate to refer the situation to statutory agencies. The harm may take place over a number of incidents or might be a single, serious incident. It is better to seek advice than to do nothing. It is not the role of anyone in our organisation to determine whether abuse has taken place, simply to report it to the statutory agencies, whose duty it is to investigate.

Where there is risk of significant harm to our Service Users or Volunteers the Safeguarding Officer are empowered to act accordingly.

- To log all conversations regarding the issue
- To sign and request signatures on reports and statements
- Confidentially seek advice from expert sources
- Share concerns (with consent where required and appropriate) internally. (Board of Trustees)
- Share concerns and make referrals to external agencies such as Social Services, the Police or NSPCC as appropriate to the circumstances
- Make a referral to the Disclosure and Barring Service regarding volunteers in regulated activity whose conduct is harmful to service users and when they are removed from regulated activity

Referrals for concerns about a child to be reported to;
Multi Agency Safeguarding Hub, Fourth Floor, County Hall (North), Chart Way,
Horsham, West Sussex Tel: 033 022 26664

Referral for concerns about an adult to be reported to;
Adults Care Point Tel: 01243 642121
If there is an immediate danger telephone 999

Training

All volunteers will receive comprehensive Induction and ongoing Safeguarding training.

Confidentiality

All reports and logs (including personnel records) will be kept securely and confidentially according to our data protection policy and confidentiality statement, or in line with DBS Code of Practice if appropriate, until or unless it is necessary to share this material with the agencies named above. Information will be shared on a “need-to-know” basis only.

Communication

We will communicate this policy to all volunteers, service users and their families/ carers, using appropriate methods, formats and language to get the essence across. We support and encourage all service users and volunteers to speak up and contact the named Safeguarding Officer or deputy where there is

- a *concern* (a worry, issue or doubt about practice or treatment of a service user or colleague, or their circumstances), *or*
- a *disclosure* (information about a person at risk of or suffering from significant harm) *or*
- an *allegation* (the possibility that a volunteer could cause harm to a person in their care)

Volunteers can report things that aren't right, are illegal or if anyone at work is neglecting their duties, putting someone's health and safety in danger or covering up wrongdoing. In the first instance they should speak with the Safeguarding Officer Mrs Martine Walters .

We would prefer our Service Users and personnel to use internal processes whenever possible to make a report as above, but this does not prevent them from making a report or referral to statutory agencies such Social Services or the Police, in their own right as a private individual. We also support our volunteers to raise concerns or to disclose information, which they believe shows malpractice - whistle-blowing (disclosure in the public interest).

To encourage everyone involved in our organisation to understand that safeguarding is everybody's business, we will provide opportunities for discussions about issues and concerns, policy and procedures to reflect, review and to continue to learn and improve in our safeguarding responsibilities.

Policy Written 7th May 2018 MW

Policy to be reviewed May 2019 MW Reviewed 8/5/2019
Reviewed 5th May 2020 MW
Reviewed 22/2/2021

Reviewed	January 2022 (Trustees)