WARWICK VOLUNTEERS

SAFEGUARDING POLICY and GUIDELINES

Contents

SECTION 1: SAFEGUARDING POLICY

1.1 INTRODUCTION

Safeguarding children and Adults at Risk 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 Adults at Risk 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.

This Safeguarding Policy and guidelines apply to all WV staff, volunteers and link organisations, whether such volunteering is on or off of our campus, or through online portals such as Microsoft Teams. Volunteers are also advised to read the WV Volunteering Policy. [Policies and procedures link](#)

If your volunteering role involves working with children or Adults at Risk, WV (Warwick Volunteers) will provide basic training via the designated online 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.

1.2 PURPOSE

The purpose of this Safeguarding Policy and its Guidance is to set out responsibilities, processes and procedures and outline how these will:

- Provide a safe and supportive environment for children and Adults at Risk who engage with our staff, students and volunteers in the course of our work and University led activities.
- Ensure that staff and students facilitating or supporting programmes and activities working with children and Adults at Risk have defined responsibilities, as set out in the associated documents.
- Ensure that staff and students engaging with children and Adults at Risk receive relevant safeguarding training and understand their role and responsibilities.
- Ensure that there is a clear reporting and escalation route should staff or students become aware of a safeguarding concern.

SECTION 2: DEFINITIONS

Child: References to "child" or "children" in this policy means anyone under the age of 18 years.

Adult at Risk: The University bases its definition of an "Adult at Risk" on that used within the Data Protection Act 2018 and defines an Adult at Risk as someone over 18 years of age who (i) has needs for care and support; and (ii) is experiencing, or is at risk of, neglect, or physical, mental or emotional harm; and (iii) as a result of those needs is unable to protect themselves against neglect or harm, or the risk of it.

Safeguarding Children: In defining our approach towards children, the University draws on the definition used by the DfE in Keeping Children Safe in Education 20122 (KCSiE). While KCSiE only applies to Schools and Colleges, we will play our part in:

- Protecting children from maltreatment.
- Preventing impairment of children's health or development.
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care.
- Taking action to enable all children to have the best outcomes.

Safeguarding Adults at Risk: While the University is not subject to the provisions of the Care Act 2014, the University draws broadly on this act to inform its policy on safeguarding Adults at Risk to:

- Ensure that the rights of Adults at Risk are protected to enable them to live in safety, free from abuse and neglect.
- Ensure that the wellbeing of the Adult at Risk is promoted and that in deciding on any action to be taken we will take into account their views, wishes, feelings and beliefs, for example when considering whether to refer concerns to statutory bodies or when seeking support from charitable organisations.

However, we recognise that Adults at Risk sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances and may not fully appreciate potential risks to their safety or well-being and therefore it may not always be possible to fully defer to their wishes when seeking the best way forward.

Volunteer(s): Are students, as defined by the WV Volunteering Policy, of the university, volunteering to lead or support activities for which they are not paid.

Project Leader(s): The appointed Student Leader for an individual project.

Student Executive Committee: The 6 students selected each year to provide senior student leadership in the running of WV.

Staff: References to 'staff' include all paid University staff whether working on a permanent or temporary contract, or apprentices, working directly for the University. In the case of this policy the primary staff involved are those of the Warwick Volunteers Office.

Volunteer Development Officer: Staff member employed in WV office charged with oversight of individual projects. Provides support for the Project Leaders and Executive Committee Members.

WV Manager: Staff member employed in WV office charged with oversight of all WV activities.

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.

Designated person for safeguarding: the person responsible at the University of Warwick for safeguarding.

SECTION 3: ROLES AND RESPONSIBILITIES

The safety of the child or vulnerable adult and other volunteers is vitally important to WV and the roles and responsibilities we undertake are there to protect them.

3.1 Your responsibilities as a volunteer:

a) Complete the WV Child Protection Fundamentals 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 Adults at Risk.
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 Adults at Risk.
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].
k) You should read the NSPCC guidance on signs of abuse in children to raise your awareness of the different signs that a child may display. In the case of Adults at Risk, abuse and neglect can be carried out by anyone in contact with adults. If you are working with this group you should read further on different types of harm.
l) If the activity is online, the University has issued guidance for online events and meetings with under 18s and Adults at Risk.

3.2 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.

3.3 Responsibilities of Warwick Volunteers:

a) Assessing the role requirements of all volunteers working with children and vulnerable adults and ensure that volunteers receive safeguarding and project specific training.
b) Providing training to volunteers which equips them with the appropriate knowledge and skills for their volunteering role.
c) Ensuring all online activities which involve participants that are, or maybe under 18 or Adults at Risk must be hosted on a platform that has been approved for that use by (IDC) and/or UIMEC.
d) Undertaking a Disclosure and Baring Service (DBS) Enhanced Disclosure for all roles where a check is permitted under DBS legislation. This 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 University of Warwick Safeguarding Officer in consultation with the organisation where the student will volunteer based on their safeguarding policy. *(If a DBS is required, the volunteer is not allowed to begin their placement until the DBS check has been received.)*

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[1] See WV Volunteering Policy.

a. If a volunteer has lived abroad for six months or more in the last five years, they will be asked to provide 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.*)

b. 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) Ensuring that the Volunteer Development Officers are appropriately trained in safeguarding issues.

f) Providing private and confidential support and advice for Project Leaders and volunteers, through the Volunteer Development Officers.

g) Addressing safeguarding issues swiftly and efficiently, in accordance with the University of Warwick's Safeguarding Policy.

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

i) Upholding the WV Safeguarding Policy at all times and ensure that all volunteers abide by it whilst on their placement.

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?"[2]
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.

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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.

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. It is important not to promise confidentiality to the person making the disclosure - but can instead offer them assurance that the information will only be shared with people who can help them - covered in 4.3.1d below.

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.

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.

c. https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/online-abuse/#what-is
   The NSPCC provides detailed advice on online abuse in relation to children, however in brief, children and Adults at Risk may suffer abuse via social media, text messages, and emails or in the course of online chats and other interactive online media. Abuse can take many forms, but includes cyberbullying, emotional abuse, grooming, sexting, sexual abuse and sexual exploitation.

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 Officer 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 VOLUNTEERS MUST NOT PUT THEMSELVES 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.
c) Do not, under any circumstances, confront or contact the accused, or talk to friends and/or family of the abused
d) Do not promise to keep information confidential, you have a duty to report concerns through designated channels.

4.3.2 If you suspect 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 one of the Volunteer Development Officers.
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.
c) If calling 999 from campus, try to use a landline telephone which alerts the Community Safety team to the situation. If you call 999 from a mobile, we do ask that you also contact the control room (024 7652 2083) as well since all emergency vehicles will need to come to them anyway in order to be escorted to the correct locations.
d) Contact the Volunteer Development Officer 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. Please see Dignity at Warwick.
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.

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.

Position	Name	Telephone	Email
Volunteer Development Officer	Kim Waite	024 7657 3066	Kim.Waite@warwick.ac.uk
Volunteer Development Officer	Sarah Newell	024 7657 5744	Sarah.L.Newell@warwick.ac.uk
Volunteer Development Officer	Jenny Watson	024 7655 0421	Jenny.Watson@warwick.ac.uk
Volunteer Development Officer	Hannah Hodgson		Hannah.Hodgeson@warwick.ac.uk
WV Manager	Paul Barlow	024 7657 2821	Paul.Barlow@warwick.ac.uk
Designated Person for Safeguarding at the University of Warwick			safeguarding@warwick.ac.uk
Emergency Services required on campus contact	University of Warwick Campus Safety	024 76 522222	
Emergency Services required off campus (police or ambulance)	Emergency Services	999	
Non-urgent advice from the Police or to log a concern		101	

Address for all enquiries: Warwick Volunteers, c/o SUHQ, University of Warwick, Coventry, CV4 7AL

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