

# Safeguarding Volunteer Guidance

CSSC recognises its responsibility to safeguard children, young people and adults at risk (vulnerable individuals) and promote their welfare, by a commitment to working and volunteering practises which protect them.

## Safeguarding is relevant to everyone

We do not expect the majority of our volunteers to have contact with vulnerable individuals as part of their role. However, whether you volunteer with vulnerable individuals or not, you could witness, suspect or be informed about something that you need to report. Reporting your concerns could help prevent a vulnerable individual from experiencing harm.

Therefore, it is important that all volunteers know what to do if they have a safeguarding concern. You also need to be aware of what your safeguarding responsibilities are, how to protect yourself and what CSSC does to promote safeguarding

## Explaining the terminology

**Children and young people:** anyone under 18 years of age.

**Adults at risk:** a person of 18 years and over and who:

- Has needs for care and support (from the local authority); and
- Is experiencing, or at risk of, abuse or neglect; and
- As a result of those care and support needs is unable to protect themselves from either the risk of or experience of abuse or neglect. (England and Wales – slightly different for Scotland and Northern Ireland)

**Abuse:** a form of maltreatment. Somebody may abuse by inflicting harm, or by failing to act to prevent harm. Abuse may be physical, emotional, sexual, verbal or financial, or it may be an act of neglect. It may consist of a single act or repeated acts and can increasingly happen online. Abuse can be carried out by both adults and children, and of any gender

**Safeguarding:** measures and actions taken to prevent and stop abuse.

## What you can expect from us

CSSC seeks to safeguard vulnerable individuals by:

- Valuing, listening to and respecting them
- Recruiting staff and volunteers safely, ensuring that all necessary checks are made
- Sharing guidance about safeguarding good practice with staff and volunteers

- Providing effective management for staff and volunteers by providing relevant support, supervision and training
- Having a designated safeguarding team and Board member responsible for safeguarding matters
- Sharing information about concerns in accordance with legislation
- Having safeguarding policies and procedures in place

## How we recruit safely

The opportunity to volunteer with CSSC is subject to the return of a satisfactory disclosure check and references, for any person whose role involves unsupervised or regular supervised contact with children, young people and/or adults at risk. Disclosure checks are not required otherwise, but references and an interview process are always undertaken.

## Guidance, Training and support

All volunteers will be given access to this guidance note. Induction and refresher training is also available to our volunteers with information about safeguarding. Additional training/information will be arranged for any volunteer that has direct contact with children, young people and/or adults at risk as part of their role.

## Good practice for yourself

To keep yourself and others safe, please follow the advice below:

- Report any safeguarding concerns in accordance with this Guidance and accompanying documentation.
- Consider safeguarding in all risk assessments for CSSC events.
- Take all reasonable steps to ensure the health, safety and welfare of any child, young person or adult at risk in contact with your volunteer activities.
- Ensure all contact with children, young people and adults at risk is in an open environment.
- Do not offer to do things of a personal nature for a child, young person or adult at risk who is capable of doing these things for themselves.
- Do not exchange personal contact information with children, young people or adults at risk. If a child, young person or adult at risk contacts you via social media, they should not be accepted as friends and you should inform your volunteer contact at CSSC or Volunteer Team Leader (VTL).
- Never take children, young people or adults at risk into your home or go unaccompanied into their home.
- Do not have inappropriate physical or verbal contact with a child, young person or adult at risk.
- Do not tolerate bullying, inappropriate behaviour or the use of prohibited substances. Report any instances to your CSSC volunteer contact or VTL.

**Please review the checklist provided in Schedule 1 and Flowchart in Schedule 2, of actions to take relating to safeguarding when organising an event or sports activity.**

# What to do if you have a Safeguarding concern

Please review the Flowchart included in Schedule 3 for actions to take in the event of a safeguarding concern or incident.

If you have witnessed, been told about or suspect someone is at risk of immediate significant harm or abuse DIAL 999.

Then follow up with informing the CSSC Safeguarding Team as provided below.

If a child, young person or adult at risk discloses information to you verbally about a welfare concern, abuse or harm that they are experiencing or are at risk of experiencing, or you witness or are informed about an incident that raises a safeguarding or child protection concern, then it must be reported.

You should report your concern to CSSC's Safeguarding Team at [safeguarding@cssc.co.uk](mailto:safeguarding@cssc.co.uk) or telephone Head Office on **01494 888444** and ask to speak to one of our safeguarding Team. If you have a concern outside of office hours then you should call the emergency number **01619 076 766 (ICE card)**.

However difficult it may seem, we all have a duty to make suspicions of abuse known, Failure to do so can be interpreted by a victim as approval or condoning the abuse. It could also result in a failure to meet duty of care obligations and a missed opportunity to prevent abuse from occurring. Remember a child or adult at risk of harm may not be able to alert anyone themselves, for a number of reasons, perhaps through fear or a failure to understand that the action is abusive. When a concern is reported to CSSC's Safeguarding Team, they will advise on what should happen next, depending on the specific scenario. This could involve the relevant organisations

## If someone discloses information to you

Do:

- Stay calm and approachable; try not to let your personal emotions show e.g. shock, tears, or fear
- Always take what is being said seriously, listen carefully and offer reassurance. Tell the person that they did the right thing, you are treating the information seriously and you will inform the appropriate CSSC staff member.
- Explain at an appropriate time, as early as possible, that the information being given will need to be passed on to others – but stress that it will only be shared with those who need to know and reassure them that the information will be treated with the utmost confidentiality.
- Record all the details of what was said, using the exact words as far as possible, used by the person making the disclosure.

Don't:

- Investigate the allegations\*.
- Assume somebody else will report the concern.
- Try to interpret or make assumptions about any of the information yourself. Your role is to record details and ensure things such as such as names and dates are accurate.
- Make any inappropriate comments or give any opinions about the alleged perpetrator.
- Promise to keep it secret and not report the disclosure.
- Contact the alleged abuser.
- Be judgemental.

- Break the confidentiality of the alleged victim by speaking to anyone other than your CSSC volunteer contact or the relevant CSSC staff member about the incident.

\*If you need to ask questions, only ask questions for clarification e.g. date, times, names. Avoid asking closed questions or questions that would lead to, or suggest, particular answers. Avoid asking probing questions – you do not need to know all the details - that is the job for other professionals (from external agencies) and you might jeopardise a future investigation.

If you have any concerns, you should follow the procedure in the attached flowchart in Schedule 3 making sure where it is appropriate that all consents are obtained before taking any action or passing information on to third parties. GDPR is not a barrier to information sharing, it just ensures that information is shared appropriately. It is in line with GDPR to get someone's consent before sharing their information however, you are still free to share information regarding a child / adult without consent if you have safeguarding concerns and if you are sharing it with people who need to know in order to help.

## Further information

Please contact CSSC's Safeguarding Team by email at [safeguarding@cssc.co.uk](mailto:safeguarding@cssc.co.uk) or the Volunteer Support Team at **[volunteer@cssc.co.uk](mailto:volunteer@cssc.co.uk)** if you have any queries or wish to discuss or report a safeguarding concern.

The following further information can be found on the Volunteer Knowledge Base:

### CSSC Safeguarding Policy

**Safeguarding Pre-Assessment Flowchart** to be considered as part of the organisation of your event/activity

**Safeguarding Action Flowchart** to be referred to in the event of there being a safeguarding concern

**Further sources** for comprehensive information on safeguarding.

Date issued:

## Schedule 1

### Things to think about for events or sporting activities where there may be children or vulnerable adults in attendance [including clubs doing training and teams]

- Consider who is running the event/activity and those helping and any need for DBS checks.
- Consider who is participating in the event/activity.
- Ensure the event/activity organiser is provided with Head Office details of Safeguarding contacts and ICE card.
- Ensure you are aware of CSSC general incident reporting procedure for accidents or incidents occurring on an event/at an activity.
- Ensure all participants have been notified in the information provided prior to the event/activity of CSSC's Code of Conduct and have been notified about the company's policies on bullying, harassment and safeguarding.
- Consider safeguarding policy or provisions at any venue being used.
- Ensure contact numbers and NOK details are obtained for all participating.

- Ensure all health and safety aspects of the event/activity have been signed off using the CSSC H & s documentation.
- Ensure established and stated procedure for payment by participants is followed.
- Publicise details of any Safeguarding or Welfare officer at the premises or affiliated to the organisation/club/section.
- Use promotional material relating to safeguarding available from CSSC.

### **Specifically for trips/events**

- Ensure that for any trip or event, all children and those known to be vulnerable young adults at risk are accompanied by an adult.
- Ensure that all terms and conditions of any event/trip have made it clear that any child remains the responsibility of their accompanying adult throughout the event.
- Ensure you have the CSSC ICE card, any relevant CSSC contact details and all participant contact details with you on the trip and also with a nominated person not on the trip. Ensure one other person on the trip is aware of the person to contact if there is a problem with the lead organiser.
- Cross check details of those attending with those booked and ensure any child is with their accompanying adult.
- Remind all adults with children that they remain responsible for the child throughout the trip/ event
- Clarify any safety issues.
- Check consent for photos to be taken and used by CSSC.

All those on the trip/event have a duty of care to ensure the safety and wellbeing of those participating. This is heightened in the case of vulnerable adults and children and it is important to be more aware of safety issues and to watch out for any clear signs of distress, anxiety, or danger for this group of people.