



**Leicester
City of Sanctuary**

Volunteer Handbook

Updated January 2019

Volunteer Induction Documents

Below is a list of the policies and procedures that volunteers require as part of their induction in different groups. For some policies and procedures we need to go through them with new volunteers (G) whereas some are provided for reference (Ref).

	Drop-In	NEST	ESOL	Football	All others
Volunteer Handbook	Ref	Ref	Ref	Ref	Ref
Volunteer Code of Conduct	G	G	G	G	G
Confidentiality and Data Protection	Ref	Ref	Ref	Ref	Ref
Confidentiality Guidelines	G	G	G	G	G
Boundaries Guidelines	G	G	G	G	G
Health and Safety	G	Ref	Ref	G	Ref
Child Safeguarding	G	Ref	Ref	Ref	Ref
Adult Safeguarding	G	G	G	G	R
Volunteer Grievance and Disciplinary Policy	Ref	Ref	Ref	Ref	Ref
Equal Opportunities Policy	Ref	Ref	Ref	Ref	Ref

Volunteer Code of Conduct

Introduction

Leicester City of Sanctuary (LCoS) relies on the commitment of volunteers. Volunteers' actions reflect the core values that underlie the movement and volunteers understand that the group's success depends on them. All volunteers are expected to help create a healthy and positive working environment that allows and encourages everyone to contribute to achieve the aims of Leicester City of Sanctuary.

We will endeavour to provide mutual support to ensure we each receive appropriate support and feel valued, so that we achieve our aims.

	What you can expect from us	What we can expect from you
Induction and Training	<p>Volunteers will receive an induction into their area of volunteering.</p> <p>Training will be offered to enhance the volunteering experience. For certain roles – e.g. NEST – this training is mandatory.</p>	<p>Volunteers will be expected to take part in induction, training and update sessions relevant to their roles.</p> <p>The organisation will fund training for individual volunteers on a needs basis.</p>
Behaviour	<p>All volunteers are valued and respected regardless of background, ethnicity, religion, gender, sexuality etc.</p> <p>Ensure that tasks are commensurate with the role and any changes are communicated with the volunteer in a timely manner.</p> <p>Provide paper or online access to guidelines, policies and procedures of the organisation.</p> <p>Ensure compliance with legislation and internal policies.</p>	<p>Volunteers are accountable for their actions, and for any equipment or funds entrusted to them.</p> <p>Volunteers will fulfil any tasks undertaken or inform the Group Leader or Co-ordinator if this is no longer possible.</p> <p>All volunteers must read and abide by the guidelines, policies and procedures of the organisation.</p> <p>To respect and maintain confidentiality at all times.</p> <p>To ensure that your behaviour or public statements do not reflect negatively on the name and reputation of LCoS. It is important that we remain professional in our dealings with representatives of external organisations and the organisations themselves, even if we disagree with their actions.</p>

	What you can expect from us	What we can expect from you
Commitment	We will ensure that we discuss any changes to role descriptions with volunteers.	All groups are run on the basis that volunteers can regularly commit the time outlined in the job descriptions. If you are unable to attend or will be absent for any other reason, please let your group leader know as soon as possible.
Communication	Volunteers will receive newsletters and emails keeping you up-to-date about the organisation. Point of contact for support / advice and guidance.	Volunteers should provide us with email and/or phone contact details. In some roles, use of gmail will be essential, in these cases we would require you to check it regularly.
Participation	We will hold regular informal and formal volunteer meetings, depending on the needs of the group.	Volunteers will contribute ideas as part of their group. If invited to meetings, they will send apologies if unable to attend.

This document is not intended to be a legally binding contract. There is no intention to create an employment relationship of any kind.

Data Protection and Confidentiality Policy

DATA PROTECTION

1. Personal data collected and kept by Leicester City of Sanctuary will be:
 - processed fairly and lawfully;
 - obtained only for specified and lawful purposes;
 - adequate, relevant and not excessive;
 - accurate and, where necessary, kept up to date;
 - not be kept for longer than is necessary and for the purpose for which it was collected;
 - in accordance with the rights of data subjects under the General Data Protection Regulations;
 - protected against unauthorised or unlawful processing and against accidental loss or destruction of, or damage;
 - kept within the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.
2. Leicester City of Sanctuary's contact for data protection is the Finance Officer.
3. Personal data is collected for the following reasons.

Role	Reason for collecting basic data	Reason for collecting sensitive data
Service users	Consent	Consent
Members	Legitimate Interest	
Trustees	Legitimate Interest	
Employees and applicants	Legitimate Interest	
Volunteers	Consent	Consent
Donors	Legitimate Interest	

4. When personal data is collected for reasons of legitimate interest, individuals will have access to the data privacy policy notice (see Appendix).
5. When consent to collect personal data is required, the individual will opt in by agreeing to their data being collected and stored according to the data privacy notice (see Appendix). Details about how to withdraw consent will also be provided.

Under exceptional circumstances, it may be necessary to share the personal data of an individual with another organisation. This will only be with the express consent of the individual concerned.

6. If a child under 16 is photographed during a Leicester City of Sanctuary activity, consent must be obtained from the child's guardian before the photograph is used externally.

7. If an adult can be uniquely identified from a photograph taken during a Leicester City of Sanctuary activity, consent must be obtained from that individual before the photograph is used externally.
8. Personal data is updated as necessary. If the data is no longer required for the purpose for which it was collected, it is deleted.
9. Individuals can ask to see their personal data by making a request to the Finance Officer. There is no charge for this and a response will be provided within one month.
10. Personal data is stored either electronically or on paper. Electronic data is password protected and paper-based data is stored in locked cabinets.
11. All volunteers, employees and trustees who hold personal data are aware of the importance of keeping the data secure. If there is a breach in the personal data held by the charity, our Finance Officer will report to the ICO within 72 hours.

CONFIDENTIALITY

12. The principal purpose of Leicester City of Sanctuary is to provide support for asylum seekers, refugees, and their families, who have come to the United Kingdom because they have been, or are at risk of being, persecuted in their own country. People who want help with these issues frequently have valid and legitimate concerns regarding confidentiality.
13. Information provided by an asylum seeker or refugee is confidential to the organisation rather than the individual staff member or volunteer, and will be shared between volunteers and staff only on a need-to-know basis.
14. Staff and volunteers receiving personal information about services users should treat this information as confidential.
15. In no circumstances should details of an asylum seeker or refugee be discussed by anyone outside of the organisation or in an open plan area in such a manner that it is possible to identify the service user. This includes general conversation with friends and family. Hearsay and speculation about an asylum seeker or refugee should always be avoided.
16. Where there is a statutory duty on Leicester City of Sanctuary to disclose information, the person or people involved will usually be informed that disclosure has or will be made unless this would put at risk the safety of any individual or jeopardise a potential criminal investigation. Details about disclosure of information and who has been informed will always be kept on record and stored securely with restricted access.
17. Any breaches of confidentiality will be taken seriously. Breaches of confidentiality may have life changing consequences and will therefore be the subject of discussion and possibly further training for those involved. A decision will be taken that balances the rights of the individual

with the potential risk to the individual, the work of Leicester City of Sanctuary, and the community of asylum seekers and refugees that we support.

Awareness of data protection and confidentiality policy

18. All volunteers, employees and trustees who hold personal data on behalf of Leicester City of Sanctuary are made aware of the importance of keeping the data up to date, deleting the data when it is no longer required for the purpose for which it was collected, and for keeping the data secure.
19. All volunteers, employees and trustees who receive personal information about services users should treat this information as confidential.
20. All volunteers, employees and trustees will be given a copy of the policy and guidelines on implementation when they join Leicester City of Sanctuary.

Review of data protection and confidentiality policy

21. This policy is subject to approval and review by the trustees of Leicester City of Sanctuary. It will also be reviewed in response to changes in relevant legislation, good practice or in response to an identified failing in its effectiveness.

September 2018

APPENDIX

Leicester City of Sanctuary Data Privacy Notice

1. Your personal data

Personal data is any information which we hold which allows us to identify you as an individual. Your basic personal data includes your name, address, email and phone number. If we need further personal data from you, we will ask for your consent.

The processing of personal data is now governed by the General Data Protection Regulation (the "GDPR"). Leicester City of Sanctuary is known as the 'controller' of any personal data you give to us and is responsible for the processing of that data. Our contact for data protection issues is our Finance Officer.

2. Why do we need your personal data?

We need your basic personal data to fulfil necessary administration and to provide you with information about our activities. We do not collect any data from you that we do not need.

3. What do we do with your personal data?

We have a data protection regime in place to oversee the effective and secure processing of your personal data. We comply with our obligations under the General Data Protection Regulation by keeping personal data up to date, by storing and destroying it securely, by not collecting or retaining excessive amounts of data and by protecting data from loss, misuse, unauthorized access and disclosure. We will not share your personal data with any other organisation.

4. Keeping your personal data

We will keep it until such time as you notify us that you wish us to delete it. Please contact us for more information about our retention schedule.

5. Your rights and your personal data

If at any point you wish to see what information we hold relating to you, please contact our finance officer. We will respond within one month. If any information we hold about you is inaccurate we shall correct it as soon as you let us know. If we are holding information about you which is not essential you can ask us to delete it. If you are dissatisfied with the way we are using your personal information, please contact our finance officer as soon as possible. We will try to resolve the problem swiftly. If you remain dissatisfied you have the right to lodge a complaint with the Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

6. Further processing

If we wish to use your personal data for a new purpose, not covered by this Data Protection Notice, then we will ask for your permission and use your information in the new way only if you give consent.

September 2018

Confidentiality Guidelines

Introduction

Confidentiality is of paramount importance in the work we do at Leicester City of Sanctuary (LCoS).

For our clients, it is not simply a question of protecting privacy; in extreme cases, carelessness with information **could put lives at risk**.

Clients may tell you very sensitive information and you may hear stories that you find distressing. It is extremely important to keep such information confidential.

Any information you are told should only be shared on a strictly need to know basis. Sometimes you may have to pass on information onto the Group Leader or Coordinator. The law obliges us to notify the relevant authorities if we believe someone to be at risk of harming themselves or others, if we believe a crime has been committed or if we suspect child abuse.

These are the basic rules you need to follow:

	Do	Don't	Be aware
If a client asks to speak to you.	Find a reasonably private space where you will not be overheard. You won't know how confidential/painful the conversation is going to be until you talk to them.	Gossip about our clients or discuss cases outside of LCoS	When talking to family or close friends. Don't mention any clients by name or disclose any information that could identify the person, e.g. country of origin.
If you hear information/stories that distress you	Talk to another LCoS volunteer if you need to "off load".		

If you are dealing with client documents	Keep any documents with client information in a secure place.	Leave them where others might read them	
If you have concerns about a client	Discuss the matter with the Group Leader or Coordinator.	Contact the police, social services, etc on your own initiative.	
If you ask people to act as interpreters	Check with both parties first if, for example, you need one person to act as an interpreter for another.	Expect them to be friends just because they speak the same language.	People from the same country may come from different political/religious/ethnic groups.
If you are using social media	Like and share posts on the Leicester City of Sanctuary facebook pages and twitter. Share pages from our website.	Post anything about individual clients on any form of social media or on the internet. Everything you post leaves a digital footprint, even deleted information can be searched for and found.	
If you are taking photographs	Ask permission of the Group Leader or Coordinator. Photos that include our clients can only be taken with the person's consent. You will need to complete a photography consent form.	Take photographs on your own initiative.	Any photographs taken on behalf of LCoS should be stored on the internal google system and then deleted from your device.

Boundaries Guidelines

Please ensure you also read the Confidentiality Guidelines.

The issue of boundaries is always a difficult one. We are not social workers, solicitors or medical personnel, but some of the same issues about keeping a professional distance from clients do apply, especially during the probationary period for volunteers. We cannot expect our clients to understand this unless we set the example.

You will not be either asked or encouraged to meet with service users outside of our activities and LCoS insurance does not cover such meetings. If you do meet service users outside of LCoS activities, this would be entirely of your own choice and your own judgement of any risk. Under these circumstances you should never say that you are acting on behalf of, or representing Leicester City of Sanctuary.

These guidelines are not intended to be intimidating or to inhibit the way you relate to clients, but to make you aware of potential problems and help you avoid them.

Scenario	Guidance
Give your telephone number to a client.	It might be better to get to know them first and wait until you are sure you want them to be able to contact you. You can ask the coordinator to contact them with a message or to pass a message on to you.
Meet a client privately	You will not be asked to do this as part of your volunteering role and you will not be covered by our insurance. Any meeting outside of our activities is your personal choice; in this situation you are acting as a private individual and not as a representative of LCoS.
Go to someone's house	Other than occasional Appealing 4 drop-offs, there are no LCoS activities that would require a volunteer to do so and you would not be covered by our insurance policy in this case.

	The client may be fine but you don't know who else might be living there.
Invite a member to your home	There are no LCoS activities that would require a volunteer to do so and you would not be covered by our insurance policy in this case.
Give money to someone	Only do this if you can really afford it, there is no certainty you will get your money back!
Offering help to individuals in crisis.	While some volunteers have offered help, there is no obligation on any volunteer to do so. We would expect you to refer anyone who approached you for help & signpost them to the appropriate authority, the Group Leader or Coordinator.

Our clients need to be aware that we have our own lives, relationships and families outside LCoS.

It is up to the individual volunteer to be clear in their own mind what they are and are not prepared to do.

Do	Don't
Be clear about what kind of support you are able to and willing to offer asylum seekers you befriend	Offer more than you are happy with
Make the boundaries clear at the beginning to ensure that you do not come to resent the friendship.	Become more involved than you are comfortable with
	Encourage dependency.
	Create false expectations of the friendship

It would not be illegal for a volunteer to develop a close sexual relationship with a service user but it would be ethically questionable because of their inequality of status, and would be potentially exploitative for both parties. Such a situation should be avoided – but if it did arise, you should immediately make your Group Leader and/or the Coordinator or a member of the Management Team aware of it. This will ensure that any potential conflict of interests can be managed.

Other issues

We are dealing with people from cultures whose attitudes may be rather different from our own. Of course, our clients are now living in the UK and will have to adapt to our social norms – but it is part of our job to help them do that, not expect them to understand us straight away.

Issues may include:	Guidance
<p>Relationships between people of different genders</p>	<p>Some men from cultures where it is impossible to form friendships with women who are not relatives may find it difficult to know how to relate to female volunteers, particularly young ones and problems could arise.</p> <p>We do not tolerate any form of harassment, whether from volunteer to member or member to volunteer, but it is equally important that volunteers are aware of the potential for misunderstandings and do their best to avoid them.</p> <p>Beware, for example, of what to us may seem like mild flirting – for people whose English is less-than-perfect nuances can be missed and words misinterpreted. Similarly, wearing skimpy or very low cut garments, for example, can send out the wrong message to people from cultures where women are expected to cover themselves from head to toe outside the home.</p>
<p>Attitudes towards a person's sexuality</p>	<p>Some members come from cultures where it is profoundly shameful to be homosexual, lesbian, bisexual or transsexual.</p>

	<p>While we would never expect any of our volunteers to pretend to be something they are not or to lie about their sexuality, we would suggest that you are not unnecessarily open about it until you are sure that this will not upset or embarrass the people you are dealing with.</p> <p>Some of our members are seeking asylum because they come from countries where it is illegal to have same sex relationships, but for many of them it is still extremely difficult to ‘come out’ and we need to be sensitive to this too.</p>
<p>Attitudes towards religion/faith</p>	<p>LCoS is a ‘non-faith’ organisation, by which we mean that people of all faiths and none are welcome both as volunteers and as service users. The fact that we may meet in buildings that belong to churches/Cathedral does not mean that we are all Christians.</p> <p>We do not expect you to deny your faith – or lack of it - but it would be wholly unacceptable for any volunteer to try to convert, or impose their religious views on a member (or vice versa).</p> <p>Some of our service users are very religious – in some cases their religion is the basis of their asylum claim – and many of them find it hard to understand that all volunteers may not be people of faith. If that is your position, do be aware that sometimes asylum seekers may ask you to pray for them. That is not an appropriate point at which to enter into a theological discussion about the existence of God – we would recommend a neutral answer on the lines of ‘Yes, I’ll be thinking about you’ (which is likely to be true) or ‘I’ll do my best’ which hopefully is comforting without being confrontational.</p>
<p>Members sharing details of their cases with volunteers</p>	<p>It is important to remember that it is not down to us to make judgements as to whether a particular individual has a genuine reason to claim asylum or not.</p>

	<p>Undoubtedly some cases will be stronger than other, but volunteers should treat them all alike.</p>
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It is important to remember that you may only have heard part, or a sanitised version, of their story. On no account must any volunteer **ever** contact the Home Office to voice their suspicions, however well-founded they might believe those to be. Such an action would be a gross breach of trust and would drastically undermine the relationship LCoS has with clients.

Health and Safety Policy

Our policy is to provide and maintain safe and healthy working conditions, equipment and systems of work for all our volunteers and users of the Drop-in Centre and Booth Hall, and to provide such information, training and supervision as they need for this purpose.

The allocation of duties for safety matters and the particular arrangements which we will make to implement the policy are set out below. The policy will be kept up to date, particularly as the organisation changes in nature and size. To ensure this, the policy and the way which it has operated will be reviewed every year by the Operational Steering Group. Responsibilities overall and final responsibility for health and safety in the organisation is that of Chair of the Board of Trustees.

The management team is responsible for this policy being carried out. See Policy Contacts List (Annex 1)

All volunteers have the responsibility to co-operate with other users to achieve a healthy and safe workplace and to take reasonable care of themselves and others. Whenever a volunteer notices a health or safety problem which they are not able to put right, they must immediately tell one of the people named above.

Training

We will make sure that all volunteers, especially new volunteers, have relevant information and training on health and safety. Information and training in health and safety matters will be included in the volunteer induction process.

General Arrangements

In case of accidents all premises will have a first aid box and accident/incident book:

Location of first aid box:

Drop-in Centre	Steel cupboard
Booth Hall	Cupboard 6
Football	With Group Leader

Location of accident/incident book:

Drop-in Centre	Steel cupboard
Booth Hall	Cupboard 6
Football	With Group Leader

All accidents to users, volunteers or visitors on LCoS premises must be reported to one of the management team and recorded in the accident/incident book.

First Aid

See the Policy Contacts List for details.

Housekeeping and Premises

It is the duty of all volunteers to ensure that they work in a healthy and safe environment. To this end all volunteers, users and visitors should ensure the following:

- Please keep stairways, passageways and work areas clear and tidy to avoid slips and trips
- All toilets and washrooms used should be inspected and kept clean
- No-one will be alone with a child and anyone under the age of 18 will be accompanied by a parent or guardian at all times. (See child safeguarding policy)

Fire and Evacuation

Fire exits are clearly marked.

- We will make sure all volunteers are aware of the location of fire exits and the assembly points

Electrical Equipment

- This must be maintained in good working order.
- Please avoid trailing wires.
- Faulty equipment should not be used, but should be switched off, marked 'Faulty –do not use' and reported immediately to one of the management team.
- All faulty equipment should also be recorded in the accident/incident book.
- Repairs should only be carried out by an authorised, qualified person.
- All equipment should be switched off when not in use and at the end of the day.
- Regular visible inspections should be made to ensure compliance with the above.

Lifting and Carrying

- All volunteers, users and visitors should take great care when lifting or moving objects. Assistance should be sought when moving heavy objects.
- Those with back problems or other physical difficulties should not move heavy or awkward objects.

Kitchen/Sink areas

- Please ensure the kitchen/sink areas are kept clean and tidy, and any spillages immediately mopped up.
- Please make a visual check all electrical equipment before use to ensure cables are not frayed and that plugs are secure with no loose wires.
- Please dispose of all rubbish at the end of each session.

Safe stacking and storage

- Do not stack or store any items in such a way which may cause injury when moved.
- Large or heavy items should be stored on the floor.

No Smoking

- Smoking is not permitted on our premises. Those who wish to smoke should do so outside of the building only.

Risk Assessments

- Regular risk assessments will be carried out by the management team to ensure that any risks involved with LCoS activities are minimised.

Child Safeguarding Policy

Contents

- 1) Introduction
- 2) Safeguarding policy
- 3) Types of Abuse
- 4) Legal Framework
- 5) Action to be taken if abuse occurs or is suspected
- 6) Responding to a disclosure
- 7) LCoS procedures to protect children
- 8) Contact details

Introduction

Leicester City of Sanctuary (LCoS) is a charity which welcomes and provides support and activities for people from a refugee and asylum seeking background in Leicester.

LCoS requires that anyone under the age of 18 attending our services and activities is always accompanied by a parent or guardian, and that they remain with this person at all times. Children remain the responsibility of their parent/guardian at all times. Some of our services are only available to those over 18.

Safeguarding policy

This policy applies to trustees, paid staff (including freelancers), volunteers, students or anyone working on behalf of LCoS.

LCoS is primarily run by volunteers.

The purpose of this policy is:

- to protect children and young people who receive LCoS services
- to provide volunteers with the principles which guide our approach to safeguarding.

LCoS believes that a child or young person should never experience abuse of any kind. We have a responsibility to promote the welfare of all children and young people and to keep them safe. LCoS is committed to managing the risk of harm to children using our services through acts of omission (failure to act on a safeguarding concern) or commission (direct abuse of a child) by LCoS volunteers or members.

All LCoS staff, (including freelancers) and volunteers have a responsibility to keep children safe and protect children from abuse.

Parents also have a responsibility to protect their children and should be supported in achieving this.

Types of Abuse

A child may be abused by commission of harm or by omission to protect them. Volunteers should be aware that abuse could potentially be perpetrated by anyone who has contact with a child, including family members, other LCoS users or LCoS volunteers.

Physical Abuse

Physical abuse includes hitting, throwing, shaking, poisoning, burning, suffocating or causing any other physical harm to a child.

Neglect

Neglect is the failure to meet a child's physical needs which could affect the child's health and development. For example an adult failing to provide food, shelter or clothing, failing to access medical care or failing to protect the child from danger.

Emotional Abuse

Emotional abuse is persistent ill treatment to cause adverse effects on the child's emotional development. For example making the child feel that they are worthless or inadequate. It may also include the exploitation of children causing them to feel frightened or in danger.

Sexual Abuse

Sexual Abuse involves forcing or enticing a child to take part in sexual activities whether or not they are aware of what is happening. It may also include activities where there is no physical contact such as activities where children are made to look at pornographic material or watch sexual activity.

Legal framework

This policy has been drawn up on the basis of law and guidance that seeks to protect children, namely:

Children Act 1989

United Convention of the Rights of the Child 1991

Data Protection Act 1998

Sexual Offences Act 2003

Children Act 2004

Protection of Freedoms Act 2012

Relevant government guidance on safeguarding children

Action to be taken if abuse has occurred or is suspected

Where there is immediate danger to a child you should:

- Secure the safety of the child, for example by seeking medical attention, contacting the police, social services, or by calling 999.
- A Safety Officer and designated trustee should be contacted but there should not be a delay if the child would be put at risk.
- Use the Safeguarding Children Alert Form (SCAF) as soon as possible to record what you were told and what you did.
- Email licos@leicester.cityofsanctuary.org to alert the management team

Where there is a concern about a child

- Where abuse is disclosed or there are suspicions of abuse such as suspicious marks on the child or behaviour which causes concern it must be reported immediately to a Safeguarding Officer who will make a decision on referral to social services. They should also discuss it with the trustee with responsibility for safeguarding.
- If no safeguarding officer is available please email licos@leicester.cityofsanctuary.org to alert the management team
- The concern and referral should be shared with the parent unless to do so would place the child at increased risk of harm.

- No assurance of confidentiality can be given in relation to safeguarding.
- If the child is an unaccompanied minor and is unwilling or unable to disclose which local authority is responsible for them then the concern should be reported by a safety officer to Leicester City Social Services.
- For young people who are age disputed as being over 18 but claim to be younger a discussion should be had by a safety officer with NSPCC.
- Verbal referrals of possible abuse to social services should be confirmed in writing within 24 hours by email/fax and post by a safety officer. The written referral should be shown to the chair of trustees.
- In cases where a statutory assessment is made LCoS will establish what contribution it is required to make to the assessment.
- If there is disagreement with the statutory authority's decision about whether or not to take action this should be expressed in writing by the trustees.

Responding to a disclosure

- Always listen to the child and take seriously what the child is saying.
- Reassure the child that they are right to be telling you about their concerns.
- Do not attempt to question the children as their evidence could be compromised.
- Do not promise to keep it secret but tell the child that you will only tell people whose job it is to keep them safe.
- Keep calm and try not to appear shocked or angry.
- Records should be kept as to what you were told and what you did on the LCOS SCAF form for reporting a concern about a child. Reports should be factual and timely. Third party information which is required to be kept confidential should be retained in a restricted access section of a file.
- Contact a safety officer or email lcoss@leicester.cityofsanctuary.org to alert the management team

Leicester City of Sanctuary Procedures to protect children

- Senior volunteers will discuss safeguarding policy and procedures with new volunteers and staff as part of their induction.
- References will be taken for all staff and volunteers.
- All staff and volunteers will be given a list of contact numbers to enable them to follow the procedure.
- All volunteers with safeguarding responsibility should attend safeguarding training.
- All staff and volunteers will be issued with a code of conduct in relation to children while working for Leicester City of Sanctuary
- Regular reports should be made to the Trustee body of any incidents giving rise to action under this policy

Contacts

See Policy Contacts Sheet

External organisations

Local Safeguarding Board www.lscb-llr.org.uk

Leicester City Social Services 0116 454 1004 (24hrs)

E-mail: das.team@leicester.gov.uk

Securee-mail: das.team@leicester.gcsx.gov.uk

Mansfield House Police 0116 222 2222

NSPCC: 0808 800 5000 (24hrs)

(Free 24/7 helpline for adults worried about a child or needing advice and support)

Childline (nspcc) 0800 111 (24hrs)

Code of Conduct for LCoS Volunteers in relation to Children and under 18s.

This document is part of LCoS's commitment to safeguarding children and promoting safe working for volunteers.

- All service users at the IT and sewing class must be 18 or over
- All service users at the English classes must be 18 or over
- All service users at the Football session must be 18 or over
- All service users for NEST activities must be 18 or over
- For the drop-in session, children and anyone under 18 must be accompanied by a parent or guardian and remain the responsibility of their parent/guardian at all times.
- Children and anyone under 18 should NEVER be taken into another room for activities without a parent/guardian.
- Volunteers should remain in public view at all times when interacting with children or under 18s.
- Volunteers should never be alone with children/under 18s attending LCoS.
- Volunteers should under no circumstances take children to the toilet.
- Volunteers should not enter into babysitting arrangements with service users.
- Volunteers should ask for permission from parents/guardians before picking up a child or giving them food etc.
- Volunteers should not arrange to have contact with children attending LCoS outside of official LCoS sessions.
- Volunteers have a responsibility to keep children safe and report any concerns to a senior volunteer/safety officer in line with LCoS Safeguarding Policy.
- Volunteers should be vigilant for hazards which may harm children.
- Volunteers should always put the health, safety and interests of the young person/child as their primary concern. This should include:
 - Being welcoming and positive
 - Showing respect for culture, religion and belief
 - Being prepared to listen and engage with concerns
 - Being willing to offer parents appropriate advice

Adults Safeguarding Policy

Introduction

While the majority of our clients may not be 'vulnerable people' in the legal sense there will inevitably be occasions when volunteers need to be aware of safeguarding issues.

Volunteers should be careful about interaction with clients they are concerned may have mental health issues. When in doubt, ensure you are not working alone with the individual. There may be times when a volunteer has reason to be concerned about the safety of a client or issues surrounding the care and welfare of a client. Please follow the guidance below.

Safeguarding

Safeguarding is the broader term used to describe all the activity which is carried out to prevent and respond to situations where people who are at risk of harm or abuse or have been harmed or abused.

At Leicester City of Sanctuary we take seriously the safety and wellbeing of all adults who may be at risk of harm or abuse. In order to do this we:

- Take up references for all staff and volunteers
- Take steps to enable adults to make their own informed safeguarding decisions
- Intervene or prompt an intervention to 'protect' people who are not able to protect themselves.

How to deal with a concern - Volunteers

In an emergency

- If a crime has been committed and/or the person is in immediate danger, call 999 and ask for the Police/an ambulance. If necessary, ask for police with a psychiatric outreach team
- Notify the Safeguarding Officer as soon as possible
- Record all actions on SAAF (safeguarding adults alert form)

Non-emergency

- Wherever possible in the first instance speak with the person about whom you have concerns (i.e. where this doesn't raise or escalate the risk), so you can raise your concerns and find out if and what they would like to happen next. If appropriate, pass on to them details of other organisations that may be able to help.
- If you are unsure how to do this, refer the matter to a more experienced volunteer or Coordinator

- If, following this discussion, there is a safeguarding concern about welfare or abuse, speak with a Safeguarding Officer, letting them know what the person's perspective is on their situation.
- If a Safeguarding Officer is not available, fill out the Safeguarding Adults Alert Form (SAAF) and notify the Safeguarding Officer as soon as possible

How to deal with a concern – Safety Officers

In an emergency

- If a crime has been committed and/or the person is in immediate danger, call 999 and ask for the Police/an ambulance. If necessary ask for police with a psychiatric outreach team
- Record all actions on SAAF (safeguarding adults alert form)
- Send a copy of the SAAF to the Co-ordinator and trustee with responsibility for safeguarding
- Email licos@leicester.cityofsanctuary.org to alert management of the incident.

Non-emergency

- Speak with the person in the first instance (wherever possible. i.e. where this doesn't raise or escalate the risk) to raise your concerns and find out if and what they would like to happen next. If appropriate, pass on details to the person of other organisations that may be able to help.
- If, following this discussion, there is a safeguarding concern about welfare or abuse, fill out the Safeguarding Adults Alert Form (SAAF).
- Send a copy of the SAAF to the Co-ordinator and trustee with responsibility for safeguarding.
- Email licos@leicester.cityofsanctuary.org to alert management of the incident

Where to refer

- If this is a potential self-harm, refer to the GP.
- Other mental health issues – psychosis etc. refer to emergency services.
- All other vulnerabilities – refer to Leicestershire Adult Social Care for assessment.

Contact Details

In the case of any incident/concern, please email:

- licos@leicester.cityofsanctuary.org to alert management of the incident
- Please also contact the relevant Safeguarding Officer depending on venue & activity: See Policy Contacts List

Leicestershire Adult Social Care

Phone: 0116 305 0004, Fax: 0116 305 010

Email: AdultsandcommunitiesCSC@leics.gov.uk

Out of hours (outside of 8:30am-5pm Monday to Thursday or 8:30am to 4:30pm on Fridays or bank holidays) contact the Emergency Duty Team: 0116 255 1606.

Other organisations that can help people directly

Mental health problems

The Richmond Fellowship can help people with mental health problems
Their Crisis Helpline provides telephone support, guidance and signposting to other services. If needed, the team can also arrange access to face-to-face support.

Crisis Helpline

The helpline is open in the following hours:

Monday – Friday: 2pm-9am

Saturday, Sundays and bank holidays: 24hrs

Freephone tariff number* : 0808 8003302.

Email: leicestershire.helpline@richmondfellowship.org.uk

Face-to-face service

Box Tree Farm, 5 Main Street, Ratby, LE6 0JG: 8am-8pm, seven days a week (booked drop-in)

Apex House, Charles Street, Leicester, LE1 1FB: 10am-5pm, Thurs/Fri (open drop-in)

The Centre Project, Granby Street, Leicester, LE1 1EB: 10am-10pm, Sat/Sun/Mon (open drop-in)

Helplines for emotional distress

Samaritans

Helpline: 08457909090

The person can phone directly, or you can make a third party referral and a volunteer will call the person back

Helplines for abuse

UAVA - United Against Violence and Abuse - services for anyone affected by Domestic Abuse and Sexual Violence in Leicester, Leicestershire and Rutland.

UAVA Helpline: 0808 80 200 28

Open from 8.00am – 8.00pm, Monday – Saturday

For text support:

07715 994 962

(This is for text support only, calls to this number will not be answered)

Address:

UAVA Ltd

PO Box 26

Leicester LE1 1AA

Business Head Office: 0116 2550004 (Open from 8.00am – 6.00pm, Monday – Friday)

Email: info@uava.org.uk

www.uava.org.uk

Volunteer Disciplinary and Grievance Procedure

Leicester City of Sanctuary expects a high standard of conduct, integrity and loyalty from its volunteers. Volunteers should expect the same from the Charity.

Disciplinary and grievance procedures are helpful to the proper and successful functioning of the Charity and exist to ensure that issues are addressed and all individuals are treated fairly. Volunteers and group leaders are encouraged to discuss ordinary, day to day concerns informally. This allows them to be addressed promptly and can stop situations escalating unnecessarily.

Volunteer Disciplinary Procedure

The Volunteer Disciplinary Procedure should be used to deal with situations where conduct calls the Charity into disrepute or seriously impairs its efficient running.

The procedure applies to all volunteers.

Examples of misconduct which may lead to formal disciplinary action being taken are as follows:-

- Refusal to comply with reasonable requests from the immediate supervisor
- Prolonged absence from a role where specified duties and/or attendance is required
- Incapacity to perform the duties of the post effectively due to drunkenness or unauthorised drug-taking
- Harassment of any Charity employees, volunteers, members, visitors, clients or partners
- Breach of confidentiality
- Breach of Charity regulations, policies or procedures.
- Prolonged bad attitude
- Serious misrepresentation or negative representation of the Charity
- Unsatisfactory performance of the duties of the role

Informal Procedure

In the event of an issue arising, the group leader (see Annex 1) should arrange to have an informal discussion with the volunteer.

This should result in sufficient improvement within a given timescale (see Annex 2), so that no further action needs to be taken. This meeting will be conducted informally, although a note of the meeting and agreed actions will be kept.

Formal Procedures

If the informal discussion has not improved the volunteer's conduct or performance within the given timescale or if it emerges that there are allegations of a serious nature, the group leader should arrange a formal meeting with the volunteer.

- The volunteer should be informed of the date and time of the meeting in writing, and given every opportunity to attend
- This should include a statement setting out in writing the volunteer's alleged conduct, characteristics, or other circumstances, which have led to action being contemplated

- The volunteer should be given the opportunity to bring a friend or colleague and a reasonable opportunity (usually one week) to consider their response to the information given to them
- The meeting should be held in a quiet room which will be free of interruptions
- The meeting should be held by the group leader with at least one other person besides the volunteer present to take notes
- The volunteer should be given an opportunity to fully explain their side of the story and to respond to allegations
- If reasonable steps to attend the meeting are not taken by the volunteer, the meeting may continue in their absence

Potential Outcomes

A hearing may result in no warning at all being issued, a verbal warning (that will be confirmed in writing), a written warning, a final written warning or a dismissal.

Following the meeting the volunteer must be informed of the decision made in writing including, how long it will last, the action which may be taken if there is insufficient improvement, the right to appeal and details of the Chair of the Board of Trustees, to whom they can appeal.

A copy will be filed by the Coordinator in the volunteer records, where it will remain for the relevant duration.

Appeals Procedure

If a volunteer wishes to appeal, they must write to the Chair of the Board of Trustees giving their reasons for their appeal. This person will be responsible for arranging a meeting with the volunteer who must take all reasonable steps to attend. The volunteer will also have an opportunity to be accompanied to this meeting. Following the meeting the volunteer must receive written notification of the final decision.

A copy will be kept on file by Coordinator.

Volunteer Grievance Procedure

The Volunteer Grievance Procedure should be used where informal discussions are unsuccessful in resolving a situation, or circumstances make this route inappropriate.

Examples of grievances that may be raised include complaints regarding:-

- Supervision or management
 - Harassment, bullying or discrimination
 - Unmanageable workload
1. A volunteer with a grievance should first write to their group leader (or if this is inappropriate, the Coordinator), explaining their concerns and send a copy to the Chair.
 2. The volunteer should be invited to attend a meeting to fully discuss the grievance, once both parties have had a reasonable amount of time to consider the matter in hand. The volunteer must take all reasonable steps to attend the meeting and may be accompanied to the meeting.
 3. Following the meeting the volunteer must be informed in writing of:
 - a. any decisions taken relating to their response to their grievance
 - b. their right to appeal
 - c. details of the Chair of the Board of Trustees who any appeal should be addressed to, if they are not satisfied with the response they have received.
 4. If the volunteer is not satisfied with the result, they may appeal in writing stating their grounds for appeal to the Chair of the Board of Trustees who will organise a further hearing.
 5. Decisions taken as a result of a grievance appeal hearing are final, however, if a volunteer is concerned about criminal activities, a failure to meet legal obligations, financial fraud, miscarriages of justice, health and safety infringements, environmental damage or cover-ups they should contact the Chair (or if appropriate Vice-Chair).

Annex 1 - Group Leaders (at February 2019)

Group	Group Leader
Drop-In	Shali Bullough
Computing Class	Kathryn Asher
Sewing Class	Mandy Beech
NEST	Sherri Wong
ESOL	Aleks Palanac
Football	Phil Hardy

Volunteers who do not directly belong to one of the above groups should contact the Coordinator.

Annex 2 - Timescales for Change

The timescale given for change will depend upon both the nature of the change required and the issue that needs resolving.

Issue	Timescale for Change
Following Policies	Up to two weeks with improvement from first week onwards.
Following Procedures	Up to three weeks with improvement from first week onwards.
Complying with requests	Up to one month with improvement from first week onwards.
Prolonged Absence	Up to one month

Equal Opportunities Policy

Leicester City of Sanctuary is committed to implementing and promoting equal opportunities in its activities, services and practice. Leicester City of Sanctuary will not tolerate discrimination on the basis of:

- Race
- Colour
- Gender
- Sexual orientation or identity
- Ethnic or national origin
- Disability
- Age
- Political or religious belief

As a provider of a service to the community, LCoS accepts its responsibility to promote equal opportunities and challenge discrimination wherever it occurs. We will include training our equal opportunities policy as part of our induction process for new volunteers.

We aim to provide a service free from unlawful discrimination, harassment or victimisation and to help service users and volunteers realise their individual potential.

In return we expect our service users and volunteers to:

- Value and respect others' contributions and to avoid and challenge the use of language that in any way belittles anyone
- Support and respect the high standards of conduct promoted by the Leicester City of Sanctuary
- Develop your own skills and to encourage others to do the same
- Report unfair or offensive treatment

If any service user or volunteer feels that they have been, or are being discriminated against, in any way, they are entitled to pursue the matter with the Co-ordinator. All instances or complaints of discriminatory behaviour will be treated seriously.

If you feel that you have been a victim of unfair treatment, bullying or harassment, please speak to one of the following people who will investigate the matter:

Coordinator
Chair of the Board of Trustees

See contacts list for contact details