 CENTRE for LEADERSHIP PERFORMANCE
VOLUNTEER HANDBOOK	Page 1 of 33 027.3 V1 August 2023

Volunteer Handbook

www.cforlp.org.uk

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Tel: 01900 824 822



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Welcome to Centre for Leadership Performance!

Introduction to organisation

Many thanks for offering your time to support people in Cumbria and help them become more confident and secure a better future.

The Centre for Leadership Performance (CforLP) is a not-for-profit organisation, set up to develop leadership capability within Cumbria. We work with educators, employers and young people to co-create and promote opportunities for everyday leadership, encouraging the development of skills and relationships for a thriving economy and vibrant communities. Our programmes, co-created with local businesses, are now delivered across Cumbria and beyond. Over the last 12 years we have reinvested our surplus to encourage participation in leadership opportunities across the county.

CforLP runs a range of projects and programmes that require Volunteers, and you can inspire people of all ages or assist in the delivery of workshops and training. We work with businesses to develop their leadership skills, and we passionately believe that supporting the talents of all people is vital to the future economy here in Cumbria.

CforLP is committed to treating all our Volunteers with respect. We would like to ensure that your volunteering experience is both rewarding and enjoyable.

As a Volunteer, you'll work directly with children and young people in local primary and secondary schools, and also people during their early careers, helping them build valuable skills for their future. Depending on the programme, you could be doing anything from helping improve reading skills or organising outdoor discovery and learning activities, to sharing your experiences or mentoring early career employees

There is no regular commitment; your involvement can be built around your availability and could be as little as an occasional 30 minutes providing advice, or using your experience and expertise to help deliver a whole programme. Even a little time spent supporting one of our initiatives can deliver invaluable learning for everyone involved!

Your support enables us to continue our work across Cumbria to develop leadership aspirations and expand the capabilities for the people of Cumbria, working from primary to retirement age.

Volunteers are an essential part of the CforLP team, and we welcome you and thank you for the time you give to volunteering opportunities.

We hope you will have a positive experience volunteering with us and enjoy volunteering and being part of the team.

If you'd like more information on the work of the CforLP, or would like to talk to us about how we might be able to support your business, please get in touch – either by e-mail info@cforlp.org.uk or you can call the Centre on 01900 824822 for a chat.

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Volunteer Contact Details

Your Volunteer Manager is:

Name: Heidi Clements, Operations Manager

Telephone: 07932 498977

Email: Heidi.clements@cforlp.org.uk

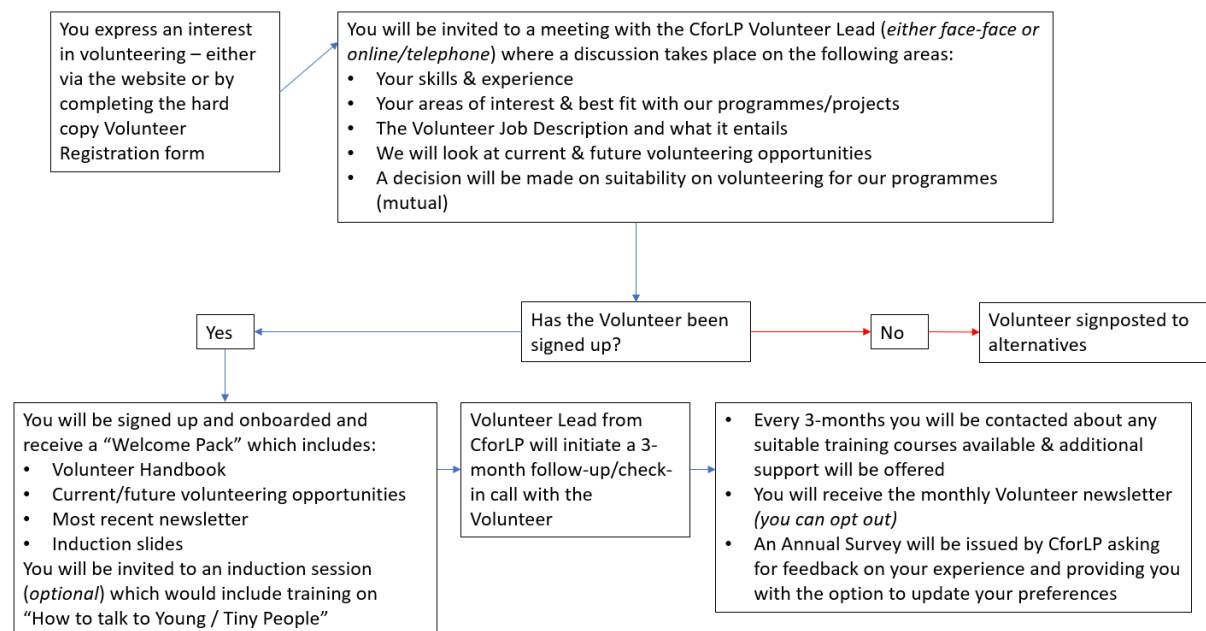
Your Volunteer Lead is:

Name: Rachel Pettit, Office Administrator

Telephone: 07428 610723

Email: Rachel.pettit@cforlp.org.uk

Volunteer process within CforLP





Volunteer Agreement

Agreement between Centre for Leadership Performance and Volunteer

The **Centre for Leadership Performance (CforLP)** is a not-for-profit organisation, set up to develop leadership capability within Cumbria. We work with educators, employers and young people to co-create and promote opportunities for everyday leadership, encouraging the development of skills and relationships for a thriving economy and vibrant communities. Our programmes, co-created with local businesses, are now delivered across Cumbria and beyond. Over the last 12 years we have reinvested our surplus to encourage participation in leadership opportunities across the county.

The **Centre for Leadership Performance** runs a range of projects and programmes that require Volunteers, and you can inspire people of all ages or assist in the delivery of workshops and training. We work with businesses to develop their leadership skills, but we also passionately believe that supporting the talents of all our young people is vital to the future economy here in Cumbria.

The **Centre for Leadership Performance** is committed to treating all our Volunteers with respect. This agreement is to indicate our commitment to you and your endeavours, as well as making sure that your volunteering experience is both rewarding and enjoyable.

Expectations: We have a bank of over 700 Volunteers, supporting various skills areas and we will only contact you if required, however you will continue to receive our regular newsletters and volunteering opportunities. You can contact us at any time with questions, or to express an interest in a particular activity, or if you need further support, and we will continue to offer regular and appropriate training opportunities and support.

As a Volunteer you can expect:

- A supportive and positive environment that ensures you enjoy your volunteering experience
- To be treated with respect and courtesy
- To be treated fairly regardless of gender, sexual orientation, age, parental or marital status, disability, religion, colour, race, ethnic or national origins, or socio/economic background
- A named contact for support
- Relevant and up to date information and advice
- Recognition and thanks
- Respect to your right to privacy and that of your contacts

In return we ask that you:

- Support our aims and objectives
- Remember that you are a representative of both your own organisation and CforLP
- Be realistic about the time and commitment you can give
- Meet time and duty commitments, except in exceptional circumstances, or to provide adequate notice so that alternative arrangements can be made
- Be open and honest in your dealings with us
- Treat fellow volunteers and staff with courtesy and respect
- Let us know if you wish to change the nature of your contribution
- Let us know if we can improve the service and support that you receive

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This agreement is binding in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.

Data Protection: The Centre for Leadership Performance (CforLP) needs to collect and use certain types of information about the Individuals or Service Users who come into contact with CforLP in order to carry on our work. This personal information must be collected and dealt with appropriately whether it is collected on paper, stored in a computer database, or recorded on other material and there are safeguards to ensure this under the General Data Protection Regulation (GDPR) (EU) 2016/679. For further information or to request a copy of our Data Protection Policy, please email CforLP at info@cforlp.org.uk

Volunteer Generic Role Description

Role Title:	Volunteer
Where is the role based:	Various venues in Cumbria
Role Purpose:	<p>To broaden and raise career aspirations.</p> <p>Volunteers in education settings help to improve the learning experience, and often have an impact even after they have left.</p> <p>If you think you have what it takes to inspire people then this could be for you.</p>
Expectations:	<p>Please note that whilst we can confirm that you will be kept up to date on current and future opportunities, and you will be offered regular support, you may or may not be contacted regarding specific projects. If you are particularly interested in a specific opportunity, then please contact a member of the CforLP team to express your interest.</p>
Frequency:	As little as 30 minutes or as often as you like!
Key tasks (examples):	<p>Supporting Centre for Leadership Performance (CforLP) programmes such as Think Big, Bright Stars, ProjX, Elements, Leading Change, Mentoring:</p> <ul style="list-style-type: none">• Engage people in real projects including local town regeneration plans and innovation challenges.• Coach and mentor; helping people build key leadership skills and set and achieve project goals.• Support a workshop or action learning session.• Share some of your experiences with those starting their career.• The role will focus on an array of educational subjects and you will work with a variety of people from different backgrounds and in different sectors.



Skills required:	<ul style="list-style-type: none"> • Enthusiasm and good communication skills • A calm approach • Willingness to work with children, young adults and adults from a wide range of backgrounds, and with differing abilities • A capacity for understanding the needs of others • A sense of fun • A willingness to learn and develop new activities.
What skills will you gain?	<ul style="list-style-type: none"> ▪ Valuable experience in a range of subjects and sectors ▪ The satisfaction of helping someone gain a life-long skill ▪ Practical leadership skills ▪ Experience working in a collaborative team environment ▪ Ability to foster positive working relationships in diverse organisations ▪ Helping craft both the minds and futures of children and young people in Cumbria
Name and contact details of Volunteer Support	<p>Contact: claire.johnson@cforlp.org.uk to take part in any <u>Primary</u> volunteering opportunities</p> <p>Contact: nicola.woolley@cforlp.org.uk to take part in any <u>Secondary</u> volunteering opportunities</p> <p>Contact: rhianna.smith@cforlp.org.uk for volunteering opportunities within <u>Early Careers</u></p> <p>Contact: sophie.reynolds@cforlp.org.uk for volunteering/mentoring/shadowing opportunities within the <u>Workplace</u></p> <p>For <u>General</u> volunteering enquiries, please contact Heidi.clements@cforlp.org.uk or Rachel.pettit@cforlp.org.uk</p>

Volunteer Learning Programme

To complement your volunteering experience, we encourage Volunteers to attend one of our “Working with Young / Tiny People” training sessions which are free and ran throughout the year. In addition, there are several on-line safeguarding courses which you may also find helpful. We also offer optional quarterly, relevant training sessions, which are usually delivered on-line.

In the meantime, please see below some useful guidance for volunteering.

General tips for volunteering

Do

- Decide how much time you can dedicate – and be realistic

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- Treat people fairly, without prejudice or discrimination
- Respect difference and encourage others to do the same
- Encourage people / participants to speak up
- Listen to people and take them seriously, respect their privacy
- Ensure there is more than one adult present where required
- Be prepared to talk about what you have to contribute
- Offer insight and constructive criticism – share your strengths
- Keep an open mind

Don't

- Show favouritism
- Be overfriendly or inappropriate
- Patronise or belittle
- Make unrealistic promises
- Over-commit
- Ignore bad behaviour or your concerns
- Share personal contact details or suggest to meet any young person or child unaccompanied

Engaging your audience:

- Grab attention (surprise, emotional, factual)
- Ask questions, what is important to them?
- Hold attention by making topic relevant to them
- Provide structure to guide attention and maximise learning
- Keep sessions short and be flexible
- Provide interaction and activities to apply the learning
- Encourage people to reflect and review

Keep it Interactive:

- Mix up input, video, visuals, audio
- Use the space to re-energise and enhance the learning
- 'Pair and Share' to encourage their input
- Use current case studies, setting the group questions
- Set a practical task or problem; pull out learning points in a debrief
- Jigsaw research to increase ownership for learning
- Use whiteboard, flipcharts, tablecloths for brainstorming
- Check understanding and gauge interest with quick polls

Listening tips:

- Transfer your attention to them
- Show you are listening
- Lean forward, smile, nod etc.
- Recap, summarise
- Ask follow-up questions
- Don't be frightened of a little silence!
- Be aware of human bias

Please contact info@cforlp.org.uk if you require any further information or guidance on volunteering with CforLP.

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Volunteer Policy

1. Introduction

Centre for Leadership Performance (CforLP) recognises the valuable contribution that volunteers can make. Volunteering is a positive and rewarding experience and therefore, our aim is to ensure that a person's involvement in volunteering is as positive and beneficial as possible to both the individual and to the organisation.

2. Volunteering Opportunity

CforLP will ensure that each volunteering opportunity is assessed and developed as follows:

The overall responsibility for the Volunteer recruitment programme lies with the Operations Manager. New vacancies will be coordinated by the Volunteering Lead within CforLP in consultation within the relevant Programme Manager and Digital and Marketing Lead.

3. Process

If, after assessment, it is decided to proceed, the following will apply:

- each Volunteer will receive a "Volunteer Agreement" giving details of the expectations of the volunteering role
- each Volunteer will receive a Welcome Pack containing a Volunteer Handbook, relevant training information, current/future volunteering opportunities, a copy of the most recent newsletter and will be signed up to receive the Volunteering Newsletter
- the volunteer will be onboarded by the Volunteering Lead
- all Volunteers are offered initial and regular (at least quarterly) training to assist them in carrying out their role and to enhance their personal development
- the Volunteer will receive ongoing support & supervision by the relevant CforLP staff
- each Volunteer will receive information on the specific role/task/activity
- an annual survey will be conducted which will also include an option to opt-out of volunteering
- all Volunteers are treated and with equal respect
- where necessary, Disclosure and Barring Services checks are organised and funded
- all Volunteers will be given regular feedback as appropriate

The member of staff allocated to support the Volunteer will be adequately trained and supported by their own Line Manager

Record keeping will be held with the Volunteering Lead.

Volunteers are required to:

- ensure that they attend their volunteering on the day and time agreed with their Programme Manager or relevant contact within CforLP
- contact a CforLP staff member if they are unable to attend their volunteering for any reason, in line with the Volunteer Agreement
- complete the annual survey and any other surveys requested by CforLP
- take part in any de-briefing sessions following volunteering activities
- familiarise themselves and comply with CforLP policies, procedures and practices, i.e. Safeguarding & Prevent Policy and Volunteer Policy

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- be aware of, and conform to, the Health and Safety at Work Act, and be fully aware of Health and Safety requirements i.e. Risk Assessments are completed for each activity and the volunteer must familiarise themselves with this
- treat others with respect
- work in a positive manner which does not bring Centre for Leadership Performance into disrepute

4. Insurance

Volunteers that are supporting CforLP are covered by the organisation's Public Liability Insurance. Volunteers who are required to drive as part of their volunteering role are required to inform their Motor Insurance Company in writing that they will be driving in a voluntary capacity.

5. Monitoring and Review

CforLP will monitor the effectiveness of this policy regularly to ensure its suitability, adequacy and effectiveness. Any improvements identified will be made as soon as possible. The policy will be reviewed every two years.

6. Related policies & Documents

CforLP 018 – Safeguarding & Prevent Policy
CforLP 027.2 - Volunteer Agreement
CforLP 027.3 – Volunteer Handbook
CforLP 027.4 – Volunteer Flowchart



Health and Safety

In compliance with the Health & Safety at Work Act 1974 (HASAWA) and all relevant Health & Safety Regulations, it is the policy of organisations to seek to provide a safe and healthy place and work environment for all, and to enlist the active support of all individuals in achieving these ends. To achieve this effectively, our organisation, so far as is reasonably practicable:

- Provide safe premises and systems of work
- Provide safe and healthy working conditions
- Ensure all employees, associates and Volunteers are competent to undertake their tasks and to give them adequate training and advice;
- Provide information, instruction, training and support in safety matters

1. Duty of Volunteers

The Health & Safety at Work Act also lays down certain duties on all individuals operating within the organisation. In particular, individuals have a duty to:

- Work safely, efficiently and without endangering the health and safety of themselves, their colleagues or the general public
- Adhere to the safety procedures laid down by the organisation
- Report all accidents, near miss occurrences and hazardous situations to the appropriate person(s)
- Meet their other statutory safety obligations including that laid down in Section 8 of the Act, which states that no person shall intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare in pursuance of any of the relevant statutory provisions

Your Programme Manager / CforLP contact will make you aware of any risk assessment which covers all potential tasks or activities you may be asked to do.

2. Manual handling

Whilst doing activities that involve moving and lifting, Volunteers should follow simple, practical precautions such as working safely. Volunteers should avoid moving and handling heavy objects.

3. Volunteers' personal safety and lone working

CforLP takes seriously its responsibilities to ensure the health, safety and welfare of all Volunteers who carry out their Volunteer activity alone, without direct support or supervision. You have the responsibility to ensure that you follow procedures and that you do not knowingly put yourself at risk of harm in the course of your duties.

CforLP are committed to reducing the risks to Volunteers and to ensure that there are adequate systems in place to reduce the risks of personal safety and lone working as far as is reasonably possible and practicable. The purpose is to help you think about and improve your personal safety, be aware of risks and to take steps to reduce and adapt strategies to keep you safe.

It is the responsibility of the Volunteer to:

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- Understand where you will be going and what you will be doing; consider whether there are particular risks relating to that location or activity (e.g. an unusually isolated location, adverse weather conditions for driving). If there are, discuss them with your CforLP contact before setting off
- Comply with any personal safety procedures and Risk Assessments in place
- Raise any concerns with their CforLP contact immediately
- Report any accidents, incidents, injuries or 'near misses'
- Report any safety practices that need to be improved, or risks not otherwise identified

Volunteers should take the following precautions when volunteering:

- Ensuring someone knows where they are going and when they are expected home, including details of any activities you have arranged
- Volunteer during daylight hours as much as possible and avoid poorly lit or deserted areas where possible
- Carry a mobile phone, check it is fully charged and (for pay-as-you-go), has sufficient credit; leave it switched on; do not use it whilst driving
- Carry a personal alarm, if you have one
- Check in with a named contact when you have safely returned home
- Take and use any other personal protective equipment provided or identified in service specific risk assessments

If you have any concerns about your own safety please discuss this with your CforLP contact.

4. Fire, Emergency and First Aid

Volunteers that are based within premises will be given instruction in order to be familiar with:

- 1 All Emergency Exits**
- 2 Location of firefighting equipment**
- 3 Assembly Points**

If you identify a fire, bomb or other emergency situation it is your duty to raise the alarm as quickly as possible.

If you hear an emergency alarm you should leave the building in an orderly manner by the nearest Emergency Exit taking with you any visitors.

Go immediately to the assembly points as directed by local staff members. Remain there until a head check has been made.

All premises will have a First Aid Kit and a designated First Aider should there be an accident and immediate first aid is needed. If there are any accidents this should be reported and recorded promptly to the Volunteer Manager, who will log this in the accident book.

5. Home based and virtual volunteering

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Local communities, schools and organisations need the support of Volunteers and with the recent pandemic there has been an increase in the development of home based and virtual volunteering. CforLP has developed some home based and virtual volunteering roles, to enable Volunteers to help from the comfort of their own home.

Home based and virtual volunteering enables Volunteers to build on sharing existing skills such as digital, social media, graphic designs, marketing, administration, PR, whilst allowing them to offer, their time (at a time convenient to them e.g. in the evenings, weekends, over lunch). Virtual volunteering opens up a raft of opportunities. We understand time commitment can vary, and so we are willing to be flexible and take on one-off, short-term or longer-term virtual Volunteers.

CforLP is keen to ensure that as a home-based Volunteer that you are working safely and will support you with managing your health and safety e.g. by encouraging you to take regular breaks, sit correctly at your desk and keep your home exits clear, should you need to get out of your house in an emergency.

Virtual volunteering is a great new way to Volunteer but we are aware you are working alone from home so we encourage you to keep in contact with your Volunteer / Programme Manager for initial support. There will also be the opportunity to meet other Volunteers virtually through group support or group socials, should you wish to do so. Virtual Volunteers are a key part of supporting our organisation to adapt to the new digital world.

6. Insurance

Volunteers are covered by the organisation's public liability insurance. Volunteers are required to carry out their role in a safe manner. Owner-drivers must inform their insurance company in writing if they will be driving in a voluntary capacity. Volunteers are only covered for tasks that they are authorised to do.

7. Training, support and supervision

The Volunteer Manager /Volunteer Lead within CforLP will offer you initial training and support so you are able to fulfil your volunteering role. Whilst the training is not mandatory, we would encourage all new volunteers to participate to enhance their volunteering experience. A programme of training will be scheduled throughout the year to help support all Volunteers. This training will be optional, however we would strongly advise Volunteers to take part in relevant training opportunities to support their development.

If at any time you feel you need more support or training then please do speak to your contact within the CforLP team. Supervision will be offered to all Volunteers and in some cases will be mandatory. We do welcome feedback about your volunteering experience at any time; CforLP will also distribute an annual survey to obtain feedback from our Volunteers and to share best practice.



Safeguarding

Purpose

The purpose of this policy and procedure document is to set out the framework by which all matters relating to the safeguarding of The Centre for Leadership Performance's (CforLP's) service users will be identified and administered.

Scope

CforLP believes that every person has the right to protection from abuse and should be able to live free from the fear of abuse. It is fully committed to safeguarding all individuals who use its services and facilities. This commitment extends to protecting employees, clients and associates from all forms of abuse, including physical, emotional and sexual harm.

- Safeguarding is about protecting the safety, independence and wellbeing of people at risk of abuse and is everyone's responsibility, the responsibility is not intended to identify whether abuse has taken place but to safeguard by informing the Designated Safeguarding Lead (DSL) if information becomes known that could indicate that abuse *may* have taken place or that a child, young person or adult *may* be at risk of abuse.
- CforLP's Designated Safeguarding Lead (DSL) is Heidi Clements, Operations Manager, who may be contacted at the office address: Town Hall, Cockermouth, Cumbria, CA13 9NP. Telephone: 01900 824822.

CforLP is committed to ensuring that employees, associates and volunteers understand their roles and responsibilities, and are provided with appropriate information and training to fulfil those responsibilities to ensure that:

- safeguarding concerns and disclosures of abuse are identified, taken seriously and acted upon appropriately
- employees fully understand their responsibilities in relation to safeguarding matters
- employees who receive disclosures of, witness, or suspect abuse to make informed and confident responses
- prompt action is taken to minimise the risk of harm occurring from any further abuse
- information relating to safeguarding is kept securely and only shared on a need-to-know basis.

In addition, all service users should understand and recognise:

- the importance of safeguarding
- their joint responsibility for the safeguarding all other service users.
- The DSL will be responsible for dealing with all relevant information on a day-to-day basis. In the absence of the DSL then the Executive Directors will deputise.

This policy relates to all individuals, including children, young people and adults, who become known to the organisation through the course of its work and who may be at risk of abuse.

Successful application of this Policy depends on:

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Ownership

The ownership, development, and maintenance of this policy is the responsibility of CforLP's Executive Directors and shall be subject to review and approval by CforLP's Board.

Definition

For the purpose of this policy:

- a child is defined as a person under the age of 18
- an adult is defined as a person aged 18 years or over
- an employee includes temporary and agency staff or those carrying out duties for CforLP under a placement or secondment contract
- an associate refers to providers working on behalf of CforLP under a contract for services

Safeguarding principles

CforLP upholds the values established under the following:

- Human Rights Act 1998 - everyone has a right to a 'fair hearing' when a decision is made about their civil rights and obligations. This includes the right to be consulted before decisions are made, and to be given reasons for decisions.
- Children Acts 1989 and 2004 - The Children Act 1989 provides a framework for all kinds of safeguarding and child protection systems and laws that have been implemented across England. The Children Act 2004 is a development from the 1989 Act. It reinforced that all people and organisations working with children have a responsibility to help safeguard children and promote their welfare. The guidelines set out in this act allow for anyone working in an educational or non-educational setting and working with children to know how a child should be looked after in the eyes of the law.
- Mental Capacity Act 2005 - people must be assumed to have the capacity to make their own decisions and be given all practicable help to do so before anyone treats them as not being able to make their own decisions. For adults, this means that they have the capacity to choose how they live and make decisions about their safety.
- Safeguarding Vulnerable Groups Act 2006 - passed to help avoid harm, or risk of harm, by preventing people who are deemed unsuitable to work with children and vulnerable adults from gaining access to them through their work.
- Care Act 2014 - safeguarding is person-led, meaning it should be person-led and outcome-focused. It requires that the person is engaged in a conversation about how best to respond to their safeguarding situation in a way that involves them and gives choice and control, as well as improving quality of life, wellbeing and safety.
- Counter Terrorism and Security Act 2015 - contains a duty on specified authorities to have due regard to the need to prevent people from being drawn into terrorism. This is also known as the Prevent duty.
- The Children and Social Work Act 2017 - intended to improve support for looked after children and care leavers, promote the welfare and safeguarding of children, and make provisions about the regulation of social workers.
- Keeping Children Safe in Education 2021 - statutory guidance for schools and colleges on safeguarding children and safer recruitment
- Sexual Harassment between children in schools and colleges 2021 - advice for schools and colleges on how to prevent and respond to reports of sexual violence and harassment between children.

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CforLP recognises the principles underpinning all safeguarding action:

- Empowerment – individuals are supported and encouraged to make their own decisions and give informed consent
- Responsibility – everyone must play their part in safeguarding and Prevent
- Procedures – accessibility and familiarity with procedures and policies
- Training – induction and regular training for all staff
- Prevention - it is better to take action before harm occurs
- Proportionality - the least intrusive response appropriate to the risk presented
- Protection - support and representation for those in greatest need
- Partnership - local solutions through services working with their communities. All service users have a part to play in preventing, detecting and reporting neglect and abuse
- Accountability - accountability and transparency in delivering safeguarding.

CforLP does not directly advise organisations on effective safeguarding practice, nor do we investigate safeguarding concerns ourselves. Instead, we signpost organisations to appropriate sources of advice and training including:

Information on how to make a referral is accessed via the CSCP website:

<https://www.cumbriasafeguardingchildren.co.uk/professionals/hub/whattodoifyouhaveconcernsaboutachild.asp>

Each new hub has its own single contact form, phone number and email address:

Cumberland Safeguarding Hub

- Telephone Number - 0333 240 1727
- Email Address – safeguarding.hub@cumberland.gov.uk

Westmorland and Furness Safeguarding Hub

- Telephone Number - 0300 373 2724

Email Address – safeguarding.hub@westmorlandandfurness.gov.uk

Types of abuse

Abuse can take many forms and incidents of abuse may be one-off or multiple, affect one person or more and also be very subtle. Types of abuse include:

- **Physical abuse** - including hitting, slapping, scratching, pushing, rough handling, kicking, misuse of medication, restraint without justifiable reasons, inappropriate sanctions including deprivation of food, warmth, clothing and health care needs.
- **Sexual abuse** - including rape, indecent exposure, sexual harassment, inappropriate looking or touching, unwanted sexual text messages, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual

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acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into and sexual coercion.

- **Emotional or psychological abuse** - including threats of harm or abandonment, deprivation of contact, humiliation, ridicule, blaming, controlling, intimidation, coercion, unwanted communication, stalking, harassment, inappropriate messaging; with kisses attached, verbal abuse and cyber bullying, isolation or unreasonable and unjustified withdrawal from services or supportive networks. Deliberate denial of religious or cultural needs and failure to provide access to appropriate skills and educational development.
- **Domestic violence** - including psychological, physical, sexual, financial, emotional abuse; so-called 'honour' based violence.
- **Financial or material abuse** - including misuse or theft of money, fraud, extortion of material assets or inappropriate requests for money, pressure in connection with wills, property or inheritance of financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- **Neglect and acts of omission** - including ignoring medical or physical care needs, failure to provide access to appropriate health, social care and support or educational services or equipment for functional independence, the withholding of the necessities of life, such as medication, adequate nutrition, heating and lighting. Failure to give privacy and dignity.
- **Modern slavery** - encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.
- **Discriminatory abuse** - including forms of harassment, slurs or similar treatment; because of race, colour, language, gender and gender identity, age, disability, sexual orientation or religion. Hate crime.
- **Organisational abuse** - including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
- **Self-neglect** - this covers a wide range of behaviour, neglecting to care for personal hygiene, health or surroundings and includes behaviour such as hoarding.
- **Use of social media in an abusive way** - abuse can also occur through social media and this is often harder to detect. It is important to remember that the type of abuse that can occur through social media does not always include emotional and psychological abuse and can include sexual and financial abuse. Social media includes (but is not limited to) networking sites such as Facebook, Twitter.

Safeguarding and Prevent causes for concern include but are not limited to:

- Withdrawal from family and friends, or changing circle of friends

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- Hostility towards others
- Talking as if from a script
- Being unwilling to discuss their views
- Increased levels of anger
- Being secretive, particularly around what they are doing on the internet
- Using extremist terms to exclude people or incite violence
- Expressing the values of extremist or terrorist organisations (including political or religious based grievances)
- Supporting violence and terrorism towards other cultures, nationalities, or religions
- Writing or creating artwork that promotes extremist values
- Talking about being a 'martyr'
- Possession of extremist literature or other material, or trying to access extremist websites
- Possession of any material about weapons, explosives, or military training

Responsibilities

All members of the Board, employees, associates and volunteers have an obligation to familiarise themselves with and follow this policy.

The Board has delegated day-to-day responsibility for ensuring that appropriate safeguarding measures are in place for the organisation to the DSL. Overall responsibility for safeguarding matters remains with the Board.

The Executive Directors are responsible for:

- ensuring that the Board receives necessary reports on safeguarding issues
- calling a special meeting of the Board where a safeguarding matter requires urgent attention
- undertaking the relevant training so they can deputise for the DSL where required

The DSL is responsible for:

- sharing this policy with employees, associates and volunteers during induction and whenever the policy is updated.
- establishing procedures in support of this policy
- collating and issuing information on safeguarding to employees and associates, ensuring the information is kept up to date
- advising, informing and liaising with, and training where appropriate, all employees, associates and volunteers on safeguarding matters
- ensuring appropriate arrangements are in place for safeguarding the welfare of all individuals at risk throughout the organisation.
- undertaking relevant elearning training supported by Cumbria County Council (<https://cumbria.learningpool.com/login/index.php>) for all staff on safeguarding children and adults once every 2 years.
- organising and checking that relevant DBS Checks are in place and that Enhanced DBS disclosures for all relevant employees, associates and volunteers are obtained.

All employees, associates and volunteers have a duty to:

- promote the welfare of children, young people and adults at risk
- recognise the signs of abuse (see section 5.4 above)
- report allegations of abuse to the DSL wherever it is seen, suspected or disclosed.

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- respond appropriately to any disclosure and take any immediate action necessary to protect children and adults at risk.
- inform the DSL without delay of any change in circumstance that could affect DBS certification

Any allegation of abuse leading to a potential safeguarding issue about a CforLP Board member, employee, associate or volunteer in relation to any suspicion, allegation or incident of abuse or non-adherence to this policy and related procedures should be reported to the DSL in the first instance, (unless there is **a significant risk of immediate harm**). Concerns regarding the DSL should be reported to the Executive Directors. The protection and welfare of children and adults at risk must be considered paramount when making decisions regarding managing allegations against the Board, employees or associates.

Confidentiality

The General Data Protection Regulations 2018 prohibit the sharing of personal data without the informed and written consent of the data subject. However, where there is a potential risk of abuse to the data subject, there is a duty to inform the relevant agencies.

CforLP employees, associates and volunteers therefore have a responsibility to share information about children and adults at risk if that information may indicate that the child, young person or adult at risk is experiencing abuse.

In accordance with the Data Protection Policy, all personal information must be kept confidential. Information relating to a safeguarding concern should only be shared on a strictly need-to-know basis.

The welfare of the child, young person or adult at risk is paramount. Protecting the welfare of the individual who may be experiencing abuse should be the only consideration when deciding whether a referral is needed. If the DSL is in any doubt as to whether a referral is needed, a referral should be made.

Reporting & Records

If we observe something of concern, the person who first becomes aware of the safeguarding concern must complete the form 'Reporting a Safeguarding Concern or Allegation' see Appendix A and inform CforLP's DSL within one working day, (unless there is **a significant risk of immediate harm** – see below) providing as much information as possible. The DSL, or the Executive Directors if the DSL is not available, will record the concern and follow up with the person raising it within two working days.

There are several possible actions:

- If the concern relates to an external person or organisation not directly, the DSL will refer the matter directly to the appropriate statutory agency.
- If the concern relates to alleged conduct by an employee, associate, volunteer or board member of CforLP, the DSL will report the matter to the Executive Directors (or in their absence, or if the allegation is about an Executive Director, the Chair). As well as appropriate referrals to statutory agencies, action may be taken in line with CforLP's wider policies and procedures, including its disciplinary procedures.



- In the case that an employee or volunteer believes there is **a significant risk of immediate harm** to a person, they must first call 999 and then inform the DSL of the action taken and any follow up contacts.

These records must be treated as confidential in accordance with the Data Protection policy, stored securely in a locked drawer or password protected file, and retained in accordance with the Data Protection policy.

Monitoring and review

CforLP will monitor the effectiveness of this policy regularly to ensure its suitability, adequacy and effectiveness. Any improvements identified will be made as soon as possible. The policy will be reviewed by the Board every two years.



Addendum - The Prevent Duty

Section 26 of the Counter-Terrorism and Security Act 2015 ('CTSA Act') places a duty on certain bodies, in the exercise of its functions, to have "due regard to the need to prevent people from being drawn into terrorism". This is known as the Prevent Duty.

Whilst the Company does not fall within the "certain bodies" category, Prevent is an important element within our safeguarding policy and processes.

The term "due regard" as used in the CTSA Act means that the Company should place an appropriate amount of weight on the need to prevent people being drawn into terrorism when it considers all the other factors relevant to how it carries out its usual functions and activities.

Terrorist groups often draw on extremist ideology, developed by extremist organisations. Some people who join terrorist groups have previously been members of extremist organisations and have been radicalised by them.

The Government has defined extremism as "vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. We also include in our definition of extremism, calls for the death of members of our armed forces."

There is no single way of identifying who is likely to be at risk of being drawn into terrorism. Factors that may have a bearing on someone becoming at risk may include:

- peer pressure - influence from other people or via the internet
- bullying
- crime against them or their involvement in crime
- anti-social behaviour
- family tensions
- race/hate crime
- lack of self-esteem or identity
- change in personal circumstances

However, there are a number of signs and indicators that an individual could be being drawn in to an extremist group:

- isolating themselves from family and friends
- talking as if from a scripted speech
- unwillingness or inability to discuss their views
- a sudden disrespectful attitude towards others
- increased levels of anger
- increased secretiveness, especially around internet use

The Prevent strategy deals with all forms of terrorism and with non-violent extremism, which can create an atmosphere conducive to terrorism and can popularise views which terrorists then exploit. It also made clear that preventing people becoming terrorists or supporting terrorism requires challenge to extremist ideas where they are used to legitimise terrorism and



are shared by terrorist groups. The strategy also means intervening to stop people moving from extremist (albeit legal) groups into terrorist- related activity.

CforLP has implemented its Prevent-related responsibilities in a proportionate and risk-based way. All employees should demonstrate an awareness and understanding of the risk of radicalisation. The risk will vary greatly and can change rapidly; but no area, institution or body is risk free. The Prevent Duty is not about preventing individuals from having political and religious views and concerns, but about supporting our adults to use those concerns or act on them in a non-extremist way.

The Prevent strategy is driven by:

- Ensuring all staff, including Board members, Directors and Senior Managers receive awareness training on Prevent
- Wider staff awareness training for all staff including associates and volunteers
- Providing training to ensure staff understand their safeguarding responsibilities and processes and policy to outline how to make a referral
- Providing staff training and guidance on how to recognise potential signs that a colleague, apprentice or learner may be becoming involved with extremist organisations
- Creating a single point of contact for Prevent and Safeguarding related issues
- Ensuring British Values are promoted and are embedded within employability and skills programmes
- Maintaining IT policies that are robust and can deal effectively with potential online risks from extremist organisations, through appropriate use of firewalls and monitoring usage

British Values

The Company actively promotes the fundamental British values of:

- Democracy - an understanding of how citizens can influence decision- making through the democratic process
- The rule of law - an appreciation that living under the rule of law protects individual citizens and is essential for wellbeing and safety
- Individual liberty - an understanding that the freedom to choose and hold other faiths and beliefs is protected in law
- Mutual respect - an acceptance that other people having different faiths or beliefs (or having none) should be accepted and tolerated, and should not be the cause of prejudicial or discriminatory behaviour
- Tolerance of those with different faiths and beliefs - an understanding of the importance of identifying and combatting discrimination.

Actively promoting these values means challenging opinions or behaviours that are contrary to fundamental British values. Employees should not promote or tolerate views or theories as fact which are contrary to established scientific or historical evidence and explanation. The aim is to improve safeguarding and standards of spiritual, moral, social and cultural development, and to strengthen barriers to extremism.

The British Values and Prevent duty to relate to the Equality Act 2010 as we seek to:

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- Eliminate unlawful discrimination, harassment or victimisation;
- Advance equality of opportunity between people who share a protected characteristic, and those who do not;
- Foster good relations between people who share a protected characteristic, and those who do not.

Any influences of extremism leading to radicalisation are to be reported to the DSL or appropriate public authorities. With specific reference to Prevent, staff will:

- respond to indications of ideological challenge of terrorism and the threat faced by those who promote it
- report concerns to enable people from being drawn into terrorism and get appropriate advice and support from relevant specialists
- identify sectors and institutions where there are risks of radicalisation that need to be addressed.
- Be aware of the Prevent Duty Guidelines in England and Wales; March 2015.



Appendix A

Reporting a Safeguarding Concern or Allegation

This form is to be completed by anyone with safeguarding concerns about a child, young person or adult at risk. Where concerns are raised for more than one child in the same household a form must be completed for each child. If there is concern for the immediate safeguarding of an individual, you must seek help straight away. This form should be completed as soon after the concern is raised as possible.

On no account should the person completing this form undertake any investigation into concerns raised.

This form should be submitted with any other relevant documents without delay to the Designated Safeguarding Lead, or in times of absence, to the Executive Directors. This information must be kept strictly confidential and filed securely in accordance with data protection and record keeping policies and procedures.

Refer to the guidance notes attached before completing this form.

1. Source and Nature of Concern / Allegation			
Name of person raising concern:		Tel No:	Date concern raised:
Position:		Email:	
Nature of concern: (Physical abuse / Emotional abuse / Neglect / Sexual abuse / Financial abuse / Inappropriate conduct / Historical abuse)			
Summary of Allegation:			
2. Details of person about whom the concern is being raised			
Name:			D.O.B. (or approximate age)
Gender:	Male		Female
Ethnicity:			



Address:
Telephone Number:
Name of Parent/Guardian:
Is this person aware of the allegation made? No [] Yes [] (Must not be contacted until/unless authority given by the Designated Safeguarding Lead)
Address (if different from above):
Telephone Number (if different from above):

3. Detailed nature of concern/allegation

Include details of the concern itself, witnesses (including contact details) and sources of information if not observed/witnessed directly, dates, times, locations, any action taken etc.

If necessary, continue additional sheets and attach to this form.



4. Subject of the allegation (where relevant the name and details of the alleged perpetrator)	
Name:	
Relationship to the person about whom the concern is being raised:	
D.O.B.:	Tel No:
Address:	
Are you aware of any previous concerns relating to this person? No <input type="checkbox"/> Yes <input type="checkbox"/> Please detail:	
Is this person aware of the allegation made? No <input type="checkbox"/> Yes <input type="checkbox"/> (Do not contact or inform this person until/unless authority given by the Designated Safeguarding Lead)	

Signature of person raising the concern:

Date:



To be completed by the Designated Safeguarding Lead, or in their absence, the Executive Directors. This form is to be saved with a password to protect the contents herein.

5. Activity Log
Has a safeguarding referral been made to: Police Yes/No* Cumbria Safeguarding Children Partnership Yes/No* Cumbria Safeguarding Adults Board Yes/No* Other, please specify..... *Please delete as applicable. Date made:
Name of person receiving the referral:
Contact details:
What action do they intend to take and when?
What advice has been received about what action the Designated Safeguarding Lead should do next?

Signature:

Date:



Reporting a safeguarding concern – guidance notes

Making a Referral

You will need to provide as much of the following information as possible but do not delay in raising the concern or making the referral if you do not have it to hand.

In the case of a child or young person aged under 18:

- The name, date of birth and address of the child/children who are the subject of concern;
- The names of the parents or carers;
- Details of any other children in the same household;
- Details of the concern, incident or allegation;
- Time and context of the disclosure, if any.
- Any information known about the person whom the concerns or allegation are about;
- Whether the person against whom any allegation is being made is aware of the referral;
- Whether there are any other children who may be at risk;
- What the child has been told about the referral;
- The name and contact details of the referrer.

In the case of an adult at risk:

- The name, date of birth and address of the adult who is the subject of concern and the reason they are being treated as an adult at risk for the purposes of this referral;
- The names of the carers if known;
- Details of any other people in the household including any children if known;
- Details of the concern, incident or allegation including the extent of the abuse, the impact of the abuse on the wellbeing of the adult, whether any law has been broken, whether the person or any other person has been threatened or intimidated and the risk of further abuse;
- Whether the adult at risk will need a medical assessment (for non-life-threatening situations);
- Time and context of the disclosure, if any;
- Any information on the person about whom there are concerns or allegations;
- Whether the person against whom any allegation is being made is aware of the referral;
- Whether there is anyone else who may be at risk;
- What the adult at risk has been told about the referral;
- The name and contact details of the referrer.



Recording and Record Keeping Guidance and Checklist

Safeguarding Records should be kept using the form 'Reporting a Safeguarding Concern.'

The purpose of written records in safeguarding is to:

- Ensure that important information is recorded clearly, concisely and accurately;
- Provide a clear documented account of involvement with a child, adult at risk and/or family including the time of contact;
- Assist continuity when a worker is unavailable or changes;
- Provide the basis for professional judgements and decision-making;
- Provide evidence for investigations, enquiries and for court proceedings;
- Record directions given and agreements or disagreements made and provide evidence that procedures have been followed appropriately.

Records should:

- Use clear, straightforward language;
- Be signed, dated and timed;
- Be concise, legible and comply with professional, national and local agency standards and requirements;
- Be accurate in fact and distinguish between fact, opinion, judgement and hypothesis;
- Be organised and comprise detailed recording and chronologies and summaries, including all contacts;
- Be sufficiently comprehensive so as to capture important points, but not overly detailed;
- Clearly record judgements that are made and action and decisions taken;
- Clarify where decisions have been taken jointly across agencies, or endorsed by a manager;
- Record both formal and informal supervised discussion, including telephone advice.

Recording a Safeguarding Concern

The following steps should be observed

- Explain the importance of recording information and ask permission to take notes during any conversation. Ensure that the person giving you the information knows that they can have access to the records you have made in respect of their own information.
- If you cannot take notes at the time, make a written record as soon as possible afterwards and always before the end of the day
- Record the time, date, location, format of information (e.g. letter, telephone call, direct contact) and the persons present at the time when the information was given and sign and date the record.
- Include as much information as possible but clearly identify which information is fact, what is hearsay and what is opinion. Do not speculate or make assumptions;
- Include any relevant context and background leading to the disclosure;
- Maintain a log of actions on the Reporting a Safeguarding Concern form and record times, dates and names of people contacted and spoken to as well as their contact details;
- Pass all original records, including rough notes, by the next working day to the Designated Safeguarding Lead.
- Designated Safeguarding Lead to log full details of referrals to the social care services and the police;



Storage of Records

All forms and documents should be stored securely, used, and retrieved in accordance with data protection requirements. According to the Data Protection Act 1998 records containing personal data should be:

- Processed fairly and lawfully;
- Obtained and used for specific purposes;
- Adequate, relevant and not excessive;
- Accurate;
- Not kept for longer than is necessary;
- Processed in line with a person's rights;
- Secure;
- Not transferred to non-UK countries without adequate protection.

Records must be stored confidentially, password protected, and in a secure place and must only be shared with the Designated Safeguarding Lead, CforLP Board members, a professional from the relevant local authority social care services, the police, or in line with appropriate disciplinary procedures in order to safeguard a child, young person or adult at risk.



Equal Opportunities

Volunteers and service users receive the same treatment regardless of their gender, culture, sexual orientation, marital status, age, race, colour, ethnic or national origin, religious belief, disability or background.

We encourage you to treat all other Volunteers, staff, and people you support equally and with respect.

Confidentiality

CforLP regards the lawful and correct treatment of personal information as very important to successful working, and to maintaining the confidence of those with whom we deal. CforLP intends to ensure that personal information is treated lawfully and correctly. To this end, CforLP will adhere to the Principles of Data Protection, as detailed in the General Data Protection Regulation (GDPR) (EU) 2016/679.

Information and records relating to service users will be stored securely and will only be accessible to authorised staff and stakeholders. Information will be stored for only as long as it is needed or required statute and will be disposed of appropriately. It is CforLP's responsibility to ensure all personal and company data is non-recoverable from any computer system previously used within the organisation, which has been passed on/sold to a third party.

The organisation's confidentiality practices and procedures are underpinned by legislation including Article 8 of the Human Rights Act. We are committed to best practices and will act responsibly and with integrity when handling personal information and data.

- Confidential information is information entrusted by an individual in confidence, where there is general obligation not to disclose that information without consent.
- Information will be disclosed to those who have a legitimate need to know in order to fulfil their key tasks.
- Confidential information may include personal information such as name, age, address, and personal contact details and circumstances, etc.

An accepted principle is that all personal information must be treated as confidential so we ask then when you are supporting individuals you do not disclose this to others and on social media to protect the interests and safety of vulnerable people.

Data Protection

For the purposes of General Data Protection Regulations 2018, the data controller in respect of your personal data is Centre for Leadership Performance. We hold personal data about all our Volunteers. Your data will be used to administer your volunteering and will not be shared with any third party without your prior permission. Your data may be used for statistical purposes. The extent of the personal data will vary but may include contact details, DBS checks, medical information, etc. Our commitment is to respecting Volunteers' rights in data protection law.



In the course of your volunteering, you may come into contact with and use confidential personal information about people such as names and addresses or even information about a customer's circumstances, families, health or other private matters. We ask you not to disclose any personal data to others. This is a breach of the General Data Protection Regulations 2018, which has strict rules in this area.



The Code of Conduct

Volunteers should follow the Code of Conduct, and behave in a reasonable manner at all times in terms of performing to required standards of behaviour and performance.

Volunteers are asked to inform the relevant CforLP staff member in advance if they will be unable to commit to their designated time/day to volunteer. This enables another Volunteer to cover the tasks.

Complaints

CforLP aims to provide a service of a standard which is acceptable to all our users and individuals we support. If we fail to do this, we want to know about it. This will enable us not only to deal with the specific problem, but also to avoid it happening again. Complaints are likely to be in one or more of the following areas:

- dissatisfaction with our service, unacceptable delay or failure to deliver a service to someone in need etc.
- discourtesy or unhelpfulness on the part of the Volunteers
- dishonesty of Volunteers

Problem Solving Procedure

Problem Solving Procedures make sure that the work of CforLP is carried out properly and efficiently and that all individuals are treated fairly. Supervisors are responsible for making Volunteers aware of the standards expected and aware of the rules currently in force.

If you have a problem or complaint against another Volunteer, member of staff or with the management, every effort should be made to find an amicable solution through informal discussion between the affected parties.

If you are unable to solve the problems informally then you should raise the matter at a supervision meeting and then have the outcome recorded.

Compliments

Any feedback received from individuals should be shared with the Volunteer Manager. Positive feedback can be used to promote the difference Volunteers make in this service to encourage others to Volunteer and we can share feedback and experiences.

Exit Procedures for Volunteers

We hope you will continue as a Volunteer but know that at some point your volunteering role will come to an end. When you decide that you wish to leave then this should be discussed with the Volunteer Manager, in case there are any steps we can take that will enable you to continue.

However, we understand that it is inevitable that Volunteers will leave as individual circumstances do change.

CforLP would like to thank you for becoming a Volunteer. We do hope that you will enjoy your time with us and recognise and value your time and effort as a Volunteer.

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