Safeguarding Guidance for Volunteers during the Coronavirus Crisis

# How to help safely?[[1]](#footnote-1)

The single most important action we can all take in fighting coronavirus, is to **stay at home** in order to protect the NHS and save lives. When we reduce our day-to-day contact with other people, we will reduce the spread of the infection and save lives.

This remains the case when you are helping others.

* You **should not go inside the homes of anyone you do not live with**, especially vulnerable people or people who believe they may be infected and are isolating themselves. Breaking these rules could put you at risk of infection, or risk spreading it to others.
* If you are picking things up for others, try to **limit the amount of time you spend outside your home** by picking up essential items for them when you do your own shopping or collect their medicines during the same trip.
* You should **stay 2m or six feet** away from anyone you do not live with at all times. Do not share a car journey with them.
* You should also regularly **wash your hands with soapy water for at least 20 seconds** and dry them thoroughly.
* If you have offered to help other people, please **do not place yourself in positions where you may feel unsafe**, for instance helping late at night.
* **You must also always adhere to Government advice on how to stay safe**. <https://www.gov.uk/government/publications/coronavirus-how-to-help-safely--2/coronavirus-how-to-help-safely#how-can-i-help-safely>
* **If you or someone in your household has shown symptoms, or if you are more vulnerable to coronavirus yourself, then you must stay home**. You still play an important role but will need to do this from home.

# Keeping children and vulnerable adults safe

Everyone has a duty to safeguard children, young people and vulnerable adults.

## Definitions

* Children and young people:
  + Anyone under the age of 18 years
* Vulnerable Adult:
  + Anyone over 18 who is:
    - Unable to care for themselves
    - Unable to protect themselves from significant harm or exploitation
    - Or may be in need of community care services

## Always act in a professional manner:

* Never leave children, young people or vulnerable adults unattended with adults who have not been subject to a Disclosure and Barring Service (DBS) check.
* Avoid being alone in any situation with a child / vulnerable adult as you are both vulnerable.
* Be polite & friendly but do not forge relationships with children / vulnerable adults nor make favourites.
* Avoid physical contact unless absolutely necessary when a child / vulnerable adult is injured or there is an emergency.
* Use appropriate language.
* Ensure that photos or videos of individuals are not taken without written permission from their parents/carers.

## A child / vulnerable adult may choose to talk you about something which concerns them.

It is important to:

* Listen but do not investigate
* Encourage the child / vulnerable adult to speak to their parents / teacher / carer / social worker
* Report and record any concerns you may have to the designated officers without delay so the relevant agencies can be informed
* Observe confidentiality with colleagues, family & friends

**In exceptional circumstance a child might disclose, or you may have concerns, about the conduct of a colleague. It is important that you observe the points above and inform the designated officer immediately.**

**Remember there are set procedures to deal with such occasions and it is not helpful to either the child or adult if you delay or ignore the situation, however difficult it might be.**

## What should be a cause for concern

Volunteers and staff should be concerned by any action or inaction, which significantly harms the physical and/or emotional development of a child. / vulnerable adult. Abuse falls into a number of categories and can include child sexual exploitation, female genital mutilation (FGM) and domestic abuse and emotional control. The categories are as follows:

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| **Physica**l:  Where a child’s body is hurt or deliberately injured | **Sexual**:  Where adults use children to satisfy sexual desires; other children can also be abusers. |
| **Emotional**:  Where children are deprived of love, may be continually shamed and taunted. Given responsibility beyond their years | **Neglect**:  A persistent failure to meet a child’s physical and/or psychological needs |
| **Financial Abuse / Manipulation**  A form of mistreatment and fraud in which someone forcibly controls another person's money or other assets. It can involve, for instance, stealing cash, not allowing a victim to take part in any financial decisions or preventing a victim from having a job. The issue tends to occur most often in domestic relationships, such as between a husband and wife or an elderly parent and an adult child. People don't always recognize the problem, because an abuser purposely might select an isolated, vulnerable victim who is unlikely to realize what's happening or who will feel too ashamed to report it. | **Domestic Violence / Emotional Abuse**  An incident or pattern of incidents of controlling, coercive, threatening, degrading and violent behaviour, including sexual violence, in the majority of cases by a partner or ex-partner, but also by a family member or carer. |

## Allegations against volunteers, councillors, employees

All volunteers, councillors and employees should take care not to place themselves in a vulnerable position with a child or vulnerable adult. For example it is advisable for interviews or work with individual children or parents to be conducted in view of other adults where possible.

If an allegation is made against a volunteer, councillor or employee, the person receiving the allegation will immediately inform the Parish Clerk. The Parish Clerk will then inform the

Local Authority Designated Officer (LADO) see contact details below.

If the allegation concerns the Parish Clerk the recipient of the allegation will immediately inform the LADO.

The Parish Council should follow the procedures for managing allegations against staff/volunteers on the Norfolk Children and Family Services website.

No attempt should be made to investigate or take action before consultation with the Local Authority Designated Officer (LADO). See contact details below.

## Contact details to make a report or to ask for assistance

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| --- | --- |
| * **Norfolk Constabulary (Police)**   In an emergency phone 999  <https://www.norfolk.police.uk/advice/child-protection> | * **Hindolveston Parish Council Clerk**   Joanna Otte  [hindolvestonpc@googlemail.com](mailto:hindolvestonpc@googlemail.com)  01328 822366 |
| * **Norfolk Safeguarding Children Partnership**   Suite B Sapphire House, Roundtree Way, Norwich NR7 8SS [www.lscb.norfolk.gov.uk](http://www.lscb.norfolk.gov.uk)  Tel: 01603 228966 [safer@norfolk.gov.uk](mailto:safer@norfolk.gov.uk) | * **Norfolk Children and family Services**   Customer Services Team **LADO 24 Hour**: 0344 8008020  <https://www.norfolk.gov.uk/children-and-families/keeping-children-safe> |
|  | * **Disclosure and Barring Service** (DBS)   <https://www.gov.uk/government/organisations/disclosure-and-barring-service> |
| * **NSPCC** [www.nspcc.org.uk](http://www.nspcc.org.uk)   Child Protection Helpline 0808 800 5000  National Centre, 42 Curtain Road, London EC2A 3NH  Tel: 0207 825 2500 | * **Childline UK**   Freepost 1111, London N1 0BR  Tel: 0800 1111 |
| * **Domestic Abuse**   In an emergency dial 999  If you are in immediate danger you should call 999 or call the police on 101.  There are many charities who can offer you support and guidance  Leeway: 0300 561 0077  Daisy Programme: 01953 880903  Pandora: [www.pandoraproject.org.uk/](http://www.pandoraproject.org.uk/)  Norfolk and Suffolk Victim Care: 0300 303 3706  The Harbour Centre: 01603 276381 (24/7)  Women’s Aid: 0808 2000 247  Refuge: 0808 2000 247  GALOP (LBGT+ Anti-violence charity): 0800 999 5428  Mankind Initiative (Male Victims): 01823 334 244  Men’s Advice Line (Male Victims): 0808 801 0327  Respect: 020 3559 6650 (working with abusers to change their behaviour and male victims of domestic abuse | |

1. <https://www.gov.uk/government/publications/coronavirus-how-to-help-safely--2/coronavirus-how-to-help-safely#how-can-i-help-safely> [↑](#footnote-ref-1)