

Safeguarding policy

Disclaimer: This policy is regularly reviewed by the Board of Volonteuropa

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2	Piotr Sadowski Oonagh Aitken	21/10/2021	06/12/2021

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1. Purpose and scope of policy

The purpose of this document is to set out Volonteuropa's Safeguarding Policy.

The policy and its related procedures apply to:

- All staff, interns, trainees, volunteers, beneficiaries, and directors, of Volonteuropa, as well as associated personnel, including, but not limited to, consultants, contractors, visitors, journalists, celebrities, and politicians.
- Children, young people, and adults at risk taking part in the association's projects and programmes.
- External organisations, visitors and partners engaged with the association's activities.

Volonteuropa has a commitment to safeguard and promote the welfare of children and adults at risk, as well as staff, interns, trainees, volunteers, beneficiaries, and other people who come into contact with the association through its work.

This policy does not cover:

- Sexual harassment in the workplace in the workplace – this is dealt with under the association's *Anti-bullying and Harassment Policy*.
- Safeguarding concerns in the wider community not perpetrated by Volonteuropa or associated personnel.

2. Policy statement

Volonteuropa believes that everyone we come into contact with, regardless of age, gender identity, disability, sexual orientation or ethnic origin, has the right to be protected from all forms of harm, abuse, neglect and exploitation.

Volonteuropa will not tolerate abuse and exploitation by staff or associated personnel.

This policy will address safeguarding of children, young people and adults at risk, staff, interns, trainees, volunteers, beneficiaries, and directors. These key areas of safeguarding may have different policies and procedures associated with them.

Volonteuropa commits to addressing safeguarding throughout its work, through the three pillars of prevention, reporting and response.

3. Policy principles

Volonteurope has the desire to create a culture whereby safeguarding is discussed at all levels on a regular basis, promoting the message that it is important to recognise and address issues of concern. We promote the message that concerns will be taken seriously, acted upon appropriately and recorded in a consistent manner.

Safeguarding is everyone's responsibility. We are committed to creating and sustaining a culture of vigilance amongst our staff, interns, trainees, volunteers, beneficiaries, and directors, to recognise, respond, record and report safeguarding concerns and provide a proportionate response.

Information and data received as part of safeguarding concerns are handled in confidence and on a need-to-know basis, and in accordance with data protection.

Wherever possible or appropriate, we seek consent of the subject of a safeguarding concern to share their information with an external agency, for example, a social services department.

This safeguarding policy is regularly updated and approved by the board of the association in line with changes to relevant legislation and best practice across the sector, in addition to the annual policy review cycle.

4. What is safeguarding?

Safeguarding is the action that an organisation takes to promote the welfare of children, young people, and adults at risk, to protect them from harm, including physical, emotional, sexual, and financial harm and neglect. This includes making sure that the appropriate policies, practices, and procedures are put in place.

Safeguarding can be defined as "to protect from damage or harm with an appropriate measure".

For Volonteurope, safeguarding means protecting peoples' health, wellbeing, and human rights, enabling them to live free from harm, abuse, and neglect.

It is widely recognised that everybody has a responsibility to promote safeguarding and the welfare of children, young people, and adults at risk. This includes the safeguarding and welfare of staff, interns, trainees, volunteers, beneficiaries, directors, and stakeholders. Volonteurope is committed to safeguarding staff, interns, trainees, volunteers, beneficiaries, directors, and stakeholders, through the measures contained in this policy.

5. Safeguarding children, young people, and adults at risk, staff, interns, trainees, volunteers, beneficiaries, directors, and stakeholders

At Volonteurope we are committed to offering a safe environment for all to thrive and achieve. We understand the importance of embedding safeguarding processes within our organisation to protect the most vulnerable.

All staff, interns, trainees and volunteers, and directors, will, through training:

- Know how to recognise a disclosure and how to manage this.
- Know how to identify potential abuse of vulnerable groups which can take place in any family, institution, community setting, by telephone or on the internet.

It is equally important that all staff, interns, trainees and volunteers, and directors, can identify risks to themselves, such as being open to allegations of abuse, or experiencing emotional distress through their contact with vulnerable groups, and that they know how to deal with such concerns. It is therefore important that all staff, interns, trainees and volunteers, and directors, understand what precautions need to be taken to ensure their safety.

Upon recognising a safeguarding concern, immediate action must be taken in accordance with the guidance provided in this policy.

6. Responsibilities and expectations

Volonteurope has a Board of Directors whose responsibility is to make sure that the association has an effective safeguarding policy and procedures in place, and to monitor that the organisation complies with them. The Board of Directors also ensures that the policy is made available to staff, interns, trainees, volunteers, beneficiaries, and stakeholders, by publishing it on our website, or, in writing, if requested. It is also the responsibility of our Board of Directors to ensure that our staff, interns, trainees, and volunteers, are properly vetted, to make sure they are safe to work with beneficiaries and stakeholders of our organisation, and that the organisation has procedures for appropriately managing allegations of abuse made against members of staff, interns, trainees, or volunteers.

It is the responsibility of all Safeguarding Champions to ensure that all safeguarding issues raised in our organisation are effectively responded to, recorded, and referred to the appropriate agency. They are also responsible for arranging safeguarding training for all staff, interns, trainees, and volunteers, who regularly and frequently work with children, young people, and adults at risk, and that this training is updated regularly.

Volonteurope has many relationships and partnerships with external organisations. As a result of this, our staff, interns, trainees, and volunteers, may be placed within another organisation as part of their role, for example, through secondment. Where this is the case, staff members, interns, trainees, and volunteers, must be familiar with the partner

organisation's own internal safeguarding policies and procedures. Therefore, in the event of a safeguarding concern, the Volonteuropa staff member / intern / trainee / volunteer will report this in line with the partner organisation's own policies and procedures. However, this does not discharge the Volonteuropa staff member / intern / trainee / volunteer from the duty to follow the Volonteuropa Safeguarding Policy and procedures set out in this document. Therefore, in such instances of a safeguarding concern, the Volonteuropa staff member / intern / trainee / volunteer should expect to make more than one record of concern: both within the external organisation, and internally within Volonteuropa.

7. Referral procedures for staff, interns, trainees, volunteers, and directors – what to do if you are concerned

Children, young people, or adults at risk, may disclose information that causes concern. In these situations, it is important you:

- **DO** stay calm and listen carefully.
- **DO NOT** question their account or probe for further information.
- **DO NOT** promise confidentiality; be honest and explain that you will need to pass this information on to be able to help.
- **DO** reassure them that they have done the right thing in telling you.
- **DO** record the information immediately or as soon as physically possible on to the Safeguarding Concern Form and pass this to the relevant Safeguarding Champion.
- **DO** refer without delay.

Staff, interns, trainees, and directors: if you have a concern that a child, young person or adult is at risk of harm or abuse, they should complete the Safeguarding Concern Form and pass this to relevant Safeguarding Champions immediately.

A referral should not be delayed because of discussing with the relevant Safeguarding Champion. If it is felt and/or identified that a person is at immediate risk and the relevant Safeguarding Champion is unavailable, you should contact the social care department at the relevant authority and/or call 100 (in Belgium) or 112 (valid throughout Europe) depending on the nature of the concern. After emergency action has been taken, a Safeguarding Concern Form should be completed immediately.

The relevant authority adult social services take the lead in co-ordinating the multi-agency approach to safeguard adults at risk. Anyone who has a concern about an adult at risk should make a referral to local authority adult social services.

The relevant authority children's social care act as the principal points of contact for safeguarding concerns relating to children. Anyone who has a concern about a child's welfare should make a referral to local authority children's social care.

Volunteers: if a Volonteuropa volunteer has concerns that a child, young person, or adult is at risk of harm or abuse, they should inform their relevant Safeguarding Champions

immediately. If a volunteer is concerned about the immediate safety of a child, young person, or adult at risk, they should call 100 (in Belgium) or 112 (valid throughout Europe).

8. Managing allegations

We are aware of the possibility of allegations being made against members of staff, interns, trainees, volunteers, or directors, who are working, or may come into contact, with children, young people, and adults at risk, whilst in our organisation. Allegations can be made by these vulnerable groups for several reasons.

If such an allegation is made, this should be brought to the attention of the Safeguarding Champion immediately. In the case of an allegation being made against the Safeguarding Champion, this must be brought to the attention of the President on the same day.

The Safeguarding Champion / President must discuss with the relevant authorities the nature of the allegation, for the appropriate action to be taken. They will need to:

- Refer to the relevant authority immediately and follow up in writing within 48 hours.
- Consider safeguarding arrangements for the child/young person or adult concerned.
- Follow the instruction of the relevant authority.
- Consider the rights of a staff member, intern, trainee, volunteer, or director, involved, for a fair and equal process of investigation.
- Ensure that the appropriate disciplinary procedures are followed.

Allegations against a member of staff, intern, trainee, volunteer, or director, who is no longer associated with the organisation, should be referred to the police. Historical allegations of abuse should also be referred to the police.

9. Training

When new staff, interns, trainees, volunteers, directors, or regular visitors, join Volonteurope, they will be informed of the safeguarding arrangements in place. They will be given a summary of how to look after and deal with safeguarding concerns, and who their Safeguarding Champion is.

Every new member of staff, intern, trainee, volunteer, or director will have an induction period that will include essential safeguarding information. This programme will include basic safeguarding information relating to signs and symptoms of abuse, how to manage a disclosure, how to record concerns and information regarding issues of confidentiality. The induction will also remind all those concerned of their responsibility in relation to safeguarding, the remit of the role of the Safeguarding Champions, and that Volonteurope will work with other agencies and partners in a co-ordinated way to promote the welfare of children and adults at risk to protect them from harm.

Volonteurope is committed to ensuring all staff, interns, trainees, volunteers, and directors, receive safeguarding training appropriate and relevant to their role.

Each year all those concerned will be given a safeguarding update during a designated meeting that reminds all about safeguarding procedures in the organisation and provides updates on topical safeguarding issues in their areas of work and engagement.

Our Safeguarding Champions will undertake further safeguarding training in addition to the whole organisation safeguarding training. This will be undertaken at least every two years which updates their awareness and understanding of the impact of the wider agenda of safeguarding issues. This will support both the Safeguarding Champions to be able to better undertake their role and support the organisation in ensuring our safeguarding arrangements are robust and achieve better outcomes for all in our organisation. This includes taking part in multi-agency training, where relevant and possible, and how we contribute to the assessment of children, young people and adults at risk, and early help offer.

Volonteurope affirms that its Board of Directors and particularly the President will have access to regular safeguarding training.

10.Safer staff, interns, trainees, volunteers, volunteers, and director's recruitment and selection

Volonteurope is committed to safely recruiting the right staff, interns, trainees, volunteers, and directors, to ensure they are safe to work with children, young people, and adults at risk. We ensure that all those recruited are appropriately qualified, trained, and have the relevant employment history, references, and vetting checks, to ensure they are safe to work with children, young people, and adults at risk.

11.Records and monitoring

If we are concerned about the welfare or safety of any person, we will record our concern on the Safeguarding Concern Form and pass this to our Safeguarding Champion. Blank copies of these forms are stored in clearly marked files on our secure shared drive platform.

Any information recorded will be kept securely and appropriately encrypted on our secure shared drive platform. These files are the responsibility of our Safeguarding Champions and information will only be shared within the organisation on a need-to-know basis for the protection of the child, young person, or adult at risk.

Storing of information should be kept to a minimum: Volonteurope should only keep the Safeguarding Concern Form. Other information referrals should be forwarded to relevant agencies to ensure that we are not holding too much personal data.

Reports of a concern must be made in writing, on the Safeguarding Concern Form, and signed and dated by the person with the concern.

12. Information sharing

Data protection legislation is not a barrier to sharing information, but rather a framework to ensure that personal information is shared appropriately. In particular, the GDPR balances the rights of the information subject (the individual whom the information is about) and the possible need to share information about them.

Consent is not always needed to share personal information. Wherever possible, you should seek consent and be open and honest with the individual from the outset, as to why, what, how and with whom, their information will be shared. There may be some circumstances where it is not appropriate to seek consent, because the individual cannot give consent, or it is not reasonable to obtain consent, or because to gain consent would put a child's, young person's or vulnerable adult's, safety at risk.

The following are important rules for information sharing:

- Remember that the data protection legislation and GDPR are not a barrier to sharing information.
- Keep a record of your decision and the reasons for it; record what you have shared, with whom and for what purpose – this applies to Safeguarding Champions whereby they log and record their referrals on the Volonteuropa Safeguarding Alert Database – see Appendix E for an example.
- Be open and honest with the person (and/or their family where appropriate) at the outset about why, what, how and with whom information will, or could be shared, and seek their agreement, unless it is unsafe or inappropriate to do so.
- Seek advice if you are in any doubt, without disclosing the identity of the person where possible.
- Share with consent where appropriate and, where possible, respect the wishes of those who do not consent to share confidential information. You may still share information without consent if, in your judgement, that lack of consent can be overridden in public interest. You will need to base your judgement on the facts of the case.
- Consider safety and well-being of the person and others who may be affected by their actions.
- Think of the keywords: necessary, proportionate, relevant, accurate, timely and secure.

13. Data protection

Personal data can be shared in relation to children and adults at risk (GDPR) when a safeguarding referral is made. Volonteuropa ensures measures are taken to protect any individual's privacy on a need-to-know basis through the reporting procedures outlined in this policy.

Only Volonteuropa Safeguarding Champions have access to the Safeguarding Alert Database (see Appendix E for an example), which is located on a secure server in a restricted folder, in accordance with data protection guidelines.

Appendix A – Example Safeguarding Concern Form

This form is to be used by anyone who has a concern about the welfare of another person, both when a disclosure has been made and when there has not, as well as when a third party raises a concern.

If you do not have all the information asked for, please fill in the parts you can and pass it on to your Safeguarding Champion within the same working day as the concern has come to attention.

Please specify who the safeguarding concern relates to:

Child / Young Person ☐

Adult at risk ☐

Staff / Intern / Trainee ☐

Volunteer ☐

Director ☐

Associated person ☐ (specify: _____)

Has a disclosure been made? Yes / No (delete as necessary)

1. Your details

Your name:	Email:
Position:	Telephone:

2. Details of concern

Please describe your safeguarding concern. Please be as factual and detailed as possible. Continue on separate sheet if necessary.

3. How did the concern come to your attention?

Disclosure ☐

Concern through observation ☐

Reported by Third Party ☐

4. Details of the child/vulnerable person if known

Name:	Address:
Relevant Partner Agency:	

5. Are they currently in receipt of health or social care services?

<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p>Don't know <input type="checkbox"/></p> <p>If Yes;</p> <p>Name of Provider.....</p> <p>Email address.....</p> <p>Telephone Number.....</p>
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6. In the event of an allegation, please provide details of the person(s) alleged to have potential to cause harm, or has caused harm

<p>Name</p> <p>Address.....</p> <p>.....</p> <p>Telephone Number</p>
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Type of abuse suspected (please tick V relevant box)

Domestic Violence		Discriminatory Abuse	
Physical Abuse		Organisational Abuse	
Sexual Abuse		Neglect	
Psychological Abuse		Self-Neglect	
Financial Abuse		Grooming	
Modern Slavery		Other (please specify)	

7. Was the incident reported to any authority?

<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, who was informed</p> <p>Crime or reference number</p> <p>Contact Name</p> <p>Telephone Number</p>
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8. Was the incident reported to a third party/referral agency?

Yes ☐ No ☐ If yes, by whom.....
Name of Agency
Name of team within Agency
Date Time

9. Is any follow-up action required? (to be completed by the Safeguarding Champion)

Yes ☐ No ☐

If yes, please describe what follow up action is needed:

Signed by Safeguarding Champion.....

Appendix B – Safeguarding Champions at the organisation

Safeguarding Champion	Contact Number	Email address

If you have a safeguarding concern complete the Safeguarding Concern Form and pass the Safeguarding Champion immediately.

Appendix C – Types and indicators of abuse

<p><u>Physical abuse</u></p> <p>May involve hitting, shaking, throwing, poisoning, burning, or scalding, drowning, suffocating, or otherwise causing physical harm.</p> <p>It may also be caused by a parent/carer fabricating or inducing illness in a child or vulnerable person.</p>	<p><u>Possible indicators</u></p> <ul style="list-style-type: none"> • Unexplained injuries or burns, particularly if they are recurrent • Bruising that cannot be explained satisfactorily • Bite marks • Improbable reasons given to explain injuries • Refusal to discuss injuries • Parents/carers frequently alleging illness in a child • Body covered in hot weather • Self-harm • Fear of returning home • Fear of medical help
<p><u>Emotional abuse</u></p> <p>The persistent emotional ill-treatment causing severe and adverse effects on emotional welfare and development.</p> <p>It may involve conveying to a child that they are worthless, unloved, or inadequate, or valued only insofar as they meet the needs of another person.</p>	<p><u>Possible indicators</u></p> <ul style="list-style-type: none"> • Physical, mental, and emotional development delays • Over-reaction to mistakes • Continual self-deprecation • Extremes of passivity or aggression • Fear of new situations • Sudden speech disorders • Inappropriate emotional responses to painful situations • Neurotic behaviour (e.g., continual rocking) • Self-harm • Compulsive stealing/scavenging • Drug/solvent abuse • Fear of parents being contacted
<p><u>Sexual abuse</u></p> <p>Involves forcing or enticing someone to take part in sexual activities, whether they are aware of what is happening or not.</p> <p>Activities may involve physical contact, including penetrative (e.g., rape) or non-penetrative acts (e.g., touching/oral sex).</p>	<p><u>Possible indicators</u></p> <ul style="list-style-type: none"> • Sexualised play • Sexualisation of relationships • Premature sexual awareness • Continual open masturbation • Sexual pre-occupation in talk, drawings, play etc. • Pregnancy when father is unknown • Avoidance of men • Reluctance to go home • Hints of possession of secrets

<p>Sexual abuse can include exposure of a child or adult at risk to sexual stimulation inappropriate to their age and development (e.g., pornography).</p> <p>Anyone regardless of age, gender and race can be a victim or perpetrator of sexual abuse.</p>	<ul style="list-style-type: none"> • Unexplained gifts or money • Self-harm, attempted suicide • Sudden change of behaviour /school performance • Over compliant or watchful attitude
<p><u>Financial Abuse</u></p> <p>The misuse of a person's funds or assets, obtaining funds without their knowledge and consent, or, in the case of an elderly person who is not competent, not in his/her best interests.</p> <p>This can include misuse of power of attorney, tricking someone out of money, cashing pension/cheques without authorisation, using someone's money for purposes other those intended.</p>	<p><u>Possible indicators</u></p> <ul style="list-style-type: none"> • Unexplained withdrawals from the bank • Unusual activity in the bank accounts • Unpaid bills • Unexplained shortage of money • Reluctance on the part of the person with responsibility for the funds to provide basic food and clothes etc. • Fraud • Theft
<p><u>Neglect</u></p> <p>The persistent failure to meet a child or adults at risk' basic physical and/or psychological needs, likely to result in the serious impairment of the person's health or development.</p> <p>It may involve a parent/carer failing to provide adequate food, shelter and clothing, access to medical care and protect a child or adult at risk from physical harm.</p>	<p><u>Possible indicators: children</u></p> <ul style="list-style-type: none"> • Constant hunger • Being excessively underweight or overweight • Poor personal hygiene • Poor state of clothing • Being inappropriately dressed for weather conditions • Frequent lateness or non-attendance at school • Untreated medical problems • Destructive tendencies • Neurotic behaviour • Compulsive scavenging or stealing • Low self-esteem • No social relationships • Problems with social interaction

	<p><u>Possible indicators: young people and adults at risk</u></p> <ul style="list-style-type: none"> • Malnutrition • Untreated medical problems • Bed Sores • Confusion • Over-sedation • Deprivation of meals may constitute “wilful neglect”
<p><u>Discriminatory abuse</u></p> <p>Treating someone unfairly because something is different about them.</p> <p>This can include unfair or less favourable treatment due to a person’s race, gender, age, disability, religion, sexuality, appearance, or cultural background.</p>	<p><u>Possible indicators</u></p> <ul style="list-style-type: none"> • Lack of choice • Lack of privacy and dignity • Few personal belongings • Use of punishment such as withholding food or drink • Tendency to be withdrawn and isolated • Expression of anger, fear, frustration or anxiety • Lack of disabled access • Being refused access to services or being excluded inappropriately
<p><u>Grooming / online grooming</u></p> <p>Perpetrators of abuse often use the internet as a means of targeting victims for sexual abuse.</p> <p>Grooming is not limited to online activity and the same warning signs are relevant for all forms of grooming.</p>	<p><u>Possible indicators</u></p> <ul style="list-style-type: none"> • Being secretive about who they are talking to and where they are going • Often returning home late or staying out all night • Sudden changes in their appearance and wearing more revealing clothes • Becoming involved in drugs or alcohol, particularly if you suspect they are being supplied by older men or women • Becoming emotionally volatile (mood swings are common in all young people, but more severe changes could indicate that something is wrong) • Using sexual language that you would not expect them to know • Engaging less with their usual friends • Appearing controlled by their phone • Switching to a new screen when you come near the computer.

<p><u>Trafficking and Modern Slavery</u></p> <p>Modern slavery includes human trafficking, slavery, servitude and forced and compulsory labour.</p> <p>Exploitation takes several forms, including sexual exploitation, forced manual labour and domestic servitude, and victims come from all walks of life.</p>	<p><u>Possible indicators</u></p> <p>The Salvation Army poses the following questions to help identify when someone is a victim of trafficking:</p> <ul style="list-style-type: none"> • Is the victim in possession of a passport, identification, or travel documents? Are these documents in possession of someone else? • Does the victim act as if they were instructed or coached by someone else? Do they allow others to speak for them when spoken to directly? • Was the victim recruited for one purpose and forced to engage in some other job? Was their transport paid for by facilitators, whom they must pay back through providing services? • Does the victim receive little or no payment for their work? Is someone else in control of their earnings? • Was the victim forced to perform sexual acts? • Does the victim have freedom of movement? • Has the victim or family been threatened with harm if the victim attempts to escape? • Is the victim under the impression they are bonded by debt, or in a situation of dependence? • Has the victim been harmed or deprived of food, water, sleep, medical care or other life necessities? • Can the victim freely contact friends or family? Do they have limited social interaction or contact with people outside their immediate environment?
<p><u>Child sexual exploitation</u></p> <p>A form of sexual abuse which occurs when an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child into sexual activity.</p> <p>It does not always involve physical contact and can occur using technology.</p>	<p><u>Possible indicators</u></p> <ul style="list-style-type: none"> • Acquisition of money, clothes, mobile phones without plausible explanation • Gang-association or isolation from peers • Unexplained absence from school/college • Excessive receipt of texts/phone calls • Use of drugs or alcohol • Inappropriate sexualised behaviour for age/STI's • Increasing secretiveness • Evidence or suspicion of sexual assault • Concerning use of internet/social media • Relationships with controlling or older individuals or groups

<p><u>Domestic abuse</u></p> <p>An incident or pattern of incidents of controlling, coercive, threatening, degrading or violent behaviour within relationships.</p> <p>It is most often perpetrated by a partner or ex-partner but also could by a family member or carer.</p> <p>It can be physical, emotional, sexual, or financial.</p> <p>It affects children living within a household where there is domestic abuse.</p>	<p><u>Possible indicators</u></p> <ul style="list-style-type: none"> • Being withdrawn • Suddenly behaving differently • Mental health issues/problems sleeping • Low self esteem • Self-harm • Drug/alcohol use • Unexplained or recurring injuries • Unexplained health issues and pain
<p><u>Forced Marriage</u></p> <p>Where a marriage takes place based on physical pressure (such as threats, physical or sexual violence) or emotional and psychological pressure (such as being made to feel like bringing shame on a family).</p>	<p><u>Possible indicators</u></p> <ul style="list-style-type: none"> • Becoming increasingly withdrawn and isolated from peers • Evidence of physical abuse • Going away suddenly on holiday for no apparent reason • Extended absence from school/college • Evidence of self-harm • A child going missing / running away • Evidence of family dispute/conflict • A child always being accompanied to school and doctor's appointments • Contradictions in a child's version of events • Unreasonable restrictions such as not being allowed to finish education
<p><u>Honour based violence, including marriage and female genital mutilation (FGM)</u></p> <p>A collection of practices used to control behaviour within families or other groups to protect perceived cultural and religious beliefs or honour. This can occur when it is perceived that a relative has shamed the family/group. It differs from other forms of violence due to the nature of collusion and/or</p>	<p><u>Possible indicators</u></p> <ul style="list-style-type: none"> • Similar indicators as for Forced Marriage and Domestic Abuse above. However, there are significantly different responses required • There will be limited opportunities for a victim to seek help • The victim will be at extreme risk if their family know they have asked for help and all aspects of their safety must be assessed

<p>approval from other members of the family/group.</p> <p>Violence of this kind can include forced marriage, rape, physical assaults, kidnap, and threats of violence, FGM or witnessing violence directed at a family member.</p>	
<p><u>Radicalisation and Extremism</u></p> <p>This is a process in which a person begins to adopt extreme political, religious, or social views, and through these, engage in extremist activity.</p> <p>Often, their views are formed through misunderstanding, anger, resentment, fear, or a sense of injustice.</p>	<p><u>Possible indicators</u></p> <ul style="list-style-type: none"> • Becoming increasingly argumentative and secretive as to their whereabouts • Refusing to listen to differing opinions • Becoming abusive to people who are different • Embracing conspiracy theories • Feeling persecuted • Changes to appearance and friendship groups • No longer engaging in activities they used to enjoy • Converting to a new religion • Being sympathetic to extremist ideologies • Having more than one online identity • Accessing extremist content online

Appendix D – Code of conduct for staff, interns, trainees, volunteers and directors, and other associated persons, supporting children, young people, and adults at risk

Prevention and intervention

This code explains how to maintain proper and appropriate relationships with the children, young people, and adults at risk that Volonteurope might come into contact and work with.

Volonteurope expects that all staff, interns, trainees, volunteers and directors, and other associated persons, are committed to actively protecting children, young people, and adults at risk from discrimination and avoidable harm.

Those who are supporting children, young people and adults at risk need to be prudent about their own conduct and vigilant about the conduct of others, so that their relationships with children, young people and adults at risk remain, and are seen to remain, entirely proper and appropriate. It is recognised that they could be vulnerable to the possible consequences of their close professional relationships with children, young people, and adults at risk. Supportive relationships can have potential for malicious and misplaced allegations being made, whether deliberately or innocently, arising from the normal and proper associations that staff and volunteers may have with children, young people, and adults at risk.

The guidelines outlined below are not intended to make staff, interns, trainees, volunteers and directors, and other associated persons, feel unduly anxious about working with these groups but are, in fact, intended to give them confidence in offering guidance on appropriate behaviour and an appropriate approach.

Key principles for the safeguarding of children, young people, and adults at risk

- Those working with, or supporting, children and adults at risk are in a position of trust and the guidance on Safeguarding Children applies.
- All children and adults at risk, whatever their gender, racial origin, culture, religious belief and/or sexual identity have the right to be treated with respect, have their dignity maintained and an entitlement to protection from mistreatment and abuse.
- All children and adults at risk have the right to access support with as much independence as is appropriate and within their capabilities, and to make choices, even if those choices involve a degree of risk (if the procedure on Risk Assessment is adhered to).
- All incidents and allegations or suspicions of abuse should be taken seriously and responded to swiftly and in line with the procedures outlined within this Safeguarding Policy.

Good Practice Guidelines

Staff, interns, trainees, volunteers and directors, and other associated persons, will be encouraged to demonstrate exemplary behaviour to protect themselves from false allegations.

Some examples include:

- Encourage an open environment – no secrets.
- Be mindful of where you are when you are supporting a child, young person, or adult at risk, and of the potential risks which may arise from being with them in private.
- Treat all children, young people, and adults at risk with respect and dignity
- Maintain a safe and appropriate distance.
- As a general principle, you should not have unnecessary physical contact with children, young people, and adults at risk. There may be some limited occasions when someone needs comfort or reassurance, which may include physical comforting. Any such comforting gestures must always be acceptable to the person concerned. Be aware, however, that any physical contact may be misconstrued by a child, vulnerable person, parent/carer, or observer.
- Those who administer first aid should ensure wherever possible that another adult is present, if they are in any doubt as to whether necessary physical contact could be misconstrued.
- Social media sites, including Facebook, WhatsApp and Twitter, and other internet or mobile based technologies, should not be used by staff, interns, trainees, volunteers and directors, and other associated persons, to engage with children, young people, or adults at risk that Volonteurope supports, unless this is a specific requirement of their role and has been approved by Safeguarding Champions in advance.
- Care should also be taken to protect personal privacy online to maintain a safe and appropriate distance from the beneficiaries Volunteering Matters supports.
- Personal contact details, including personal email address or phone numbers, should not be divulged to children, young people, or adults at risk.

Practices never to be sanctioned

- Allowing or engaging in any form of inappropriate touching.
- Using sexually suggestive comments, even in fun.
- Sharing material of a sexually suggestive, offensive, or pornographic nature with others.
- Allowing allegations made by a child, young person, or adult at risk, to be unrecorded and not acted upon.
- Doing things of a personal nature when the child, young person or adult at risk can do it for him or herself.
- Administering medication unless trained and approved to do so.

Appendix E – Example of Volonteuropa Safeguarding Alert Database

VOLONTEUROPE SAFEGUARDING ALERTS				
Date	Reporting person	Summary and action taken	Referral made	Follow up action required