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Volunteer Handbook
Charnwood Arts

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Introduction

Welcome and thank you for volunteering with Charnwood Arts – we are delighted to have you as part of our team. We hope that your experience of volunteering here will be positive and rewarding.

This handbook intends to give you information about volunteering with us that we hope will be helpful, including:

- Who we are
- Our aims
- Policies and procedures we need you to know about

This handbook is designed both to introduce you to our organisation and to be of continuing use during your time with us. If you require any clarification or additional information please refer to the Office Manager.



Eat, Breathe, Create participants (2021)

General amendments to this Volunteer Handbook will be issued from time.

About Us

Charnwood Arts is an independent community arts charity and limited company based in the Borough of Charnwood in the East Midlands aiming to increase opportunities and involve people in the arts. Currently funded mainly by the Arts Council England (ACE) and Charnwood Borough Council (CBC), our work encompasses most art forms including combined arts work using a range of approaches from long term community arts projects, performances, outdoor events, publications, digital productions, school and community projects, exhibitions and participatory arts groups.

Our ambition is to embrace community, enabling people of all ages, whatever their circumstances, skills, abilities and experience to access the arts across all its forms and at all levels, in a variety of roles.

We aim to:

- Get more people to experience the arts
- Support communities to make their own events happen
- Support people to grow as artists

  Build partnerships with local people and organisations to help us
- Help local businesses and other partners to understand how the arts can help build our community.

General Volunteer Information

1. **Equal opportunities**

We provide equal opportunities and are committed to the principle of equality in accordance with legislative provisions – whilst continually working towards improving inclusivity and a sense of belonging. As you would expect we will not accept any unlawful discriminatory act or attitude in the course of anyone volunteering with us or in any dealings with our participants or colleagues. Acts of discrimination, harassment or victimisation will result in action that responds to organisational procedures and law.

If you feel you are being subjected to any form of prejudice or harassment, please do not suffer in silence. Regardless of whether this is from a person you are working with, a paid worker or fellow volunteers, speak to your assigned contact or the CEO.

2. **Convictions and Offences**

Your initial volunteer role is conditional upon the provision of a satisfactory Disclosure and Barring Certificate as advertised. Data collected about criminal convictions will be processed in line with the Data Protection Act.

During your time as a volunteer with us, you are required to immediately report to Charnwood Arts any convictions or offences with which you are charged. Data collected about criminal convictions will be processed in line with the Data Protection Act.

3. **Support and Advice**

You should never feel that you are on your own. If you are unsure about something, or need support in your role, please let your supervisor know. Your supervisor will organize regular check ins and will support you in your role.

4. **Expenses**

Volunteers may incur expenses during the course of volunteering for Charnwood Arts and they should not be left out of pocket because of carrying out their duties. These can include travel expenses, e.g. bus from their homes to the agreed venues for training or volunteering duties.

Current mileage rates are:

- Cars and vans: 45p per mile regardless of engine size
- Motorcycles: 24p per mile
- Bicycles: 20p per mile

5. **Insurance**

Volunteers are covered against injury under Public Liability Policy. However, this does not provide cover for driving.

6. Health & Safety

You must not take any action that could threaten the health or safety of yourself, other employees, participants or members of the public.

You should report all accidents and injuries at work, no matter how minor, to our Health and Safety Officer, Charlotte Curran.
Email: info@charnwoodarts.com Tel: 01509 265728

You must ensure that you are aware of the fire and evacuation procedures and the action you should take in the event of such an emergency in all buildings in which activities take place, including who is the on-site First Aider.

7. Use of social networking sites

Social media can be a very powerful tool which enhances the services we provide to our participants. We use social media to advertise any on-going promotions, products and other relevant information. Only authorised employees should use our sites and a professional, positive approach should be maintained at all times.

Volunteers should be aware of crossing the professional boundaries and hence are not permitted to make or accept “friend requests” to/from our participants on their private social media accounts. Any work-related issues or material that could identify an individual who is a participant or work colleague, which could adversely affect Charnwood Arts, a participant or our relationship with any participant must not be placed on your private social network accounts. For the avoidance of doubt work related matters must not be submitted on any such site at any time either during or outside of working hours.

8. Sickness and absence

Please notify your supervisor of any absence as early as possible, and keep your supervisor informed as to your likely date of return where possible. Volunteers can request a reference from Charnwood Arts after 6 months - however, if volunteers have repeatedly failed to attend sessions or meetings this will be reflected in the reference.
Anyone who is not actively volunteering for a period suitable to their role will need to attend a ‘back to volunteering meeting’ with their supervisor.

9. Confidentiality

Volunteers may obtain confidential information in the course of their volunteering. Such information should not be passed on to anybody who is not entitled to have this information. This will include information about artists, participants, staff members and volunteers, and matters of both Charnwood Arts and funders’ business.

Confidentiality exists within the organisation and not with individual members of staff. Where confidential information is received by a volunteer this should always be passed on to their supervisor. If volunteers require further information or interpretation of confidentiality this should be sought from their supervisor.

10. **Code of conduct**

Standards of behaviour required from volunteers are laid down in the Code of Conduct for Volunteers, as shown separately.

11. **Safeguarding**

Please ensure that you have read and follow our Safeguarding policy and procedures, as shown separately.



Eat, Breathe, Create participants (2021)

Appendix 1

Volunteer Expenses Claim Form

Expenses Reimbursement				
Name:				
Receipt*	**Date**	**Project**	**Details**	**Amount**
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
			Total Expenses Claimed:	**£ -**

**Please number all your receipts to correspond to the table, attach them to a separate sheet and attach that sheet to this form.*

Appendix 2

Mileage Expenses Claim Form

Name:							
Date	**From Postcode**	**To Postcode**	**Project**	**Details**	**Tot. Mls**	**£0.45p per mile**	**Amount claimed**
						£ 0.45	£ -
						£ 0.45	£ -
						£ 0.45	£ -
						£ 0.45	£ -
						£ 0.45	£ -
						£ 0.45	£ -
						£ 0.45	£ -
						£ 0.45	£ -
				Total Expenses Claimed:			**£ -**

Appendix 3

Charnwood Arts

Code of Conduct for Volunteers

The purpose of the Code of Conduct for Volunteers is to set out standards of behaviour expected from volunteers of Charnwood Arts. All volunteers should ensure that they have read and comply with this Code of Conduct.

Volunteers should maintain the highest standards of behaviour in the performance of their duties by:

- Fulfilling their role as outlined in their written **volunteer role description** to a satisfactory standard;
- Performing their volunteer role to the best of their ability in a safe, efficient and competent way;
- Following the charity's policies and procedures as well as any instructions or directions reasonably given to them;
- Acting honestly, responsibly and with integrity;
- Treating others with fairness, equality, dignity and respect;
- Raising concerns about possible wrongdoing witnessed by the volunteer in the course of the volunteer's role with Charnwood Arts with the volunteer's supervisor;
- Meeting time and task commitments and providing sufficient notice when they will not be available so that alternative arrangements can be made;
- Acting in a way that is in line with the purpose and values of the charity and that enhances the work of the charity;
- Communicating respectfully and honestly at all times;
- Observing safety procedures, including any obligations concerning the safety, health and welfare of other people;
- Reporting any health and safety concerns;
- Directing any questions regarding Charnwood Arts' policies, procedures, support or supervision to the volunteer's supervisor;

- Declaring any interests that may conflict with their role or the work of the charity (e.g. business interests or employment). If any doubt arises as to what constitutes a conflict of interest, volunteers may seek guidance from the Office Manager;
- Keeping confidential matters confidential;
- Exercising caution and care with any documents, material or devices, containing confidential information and at the end of their involvement with Charnwood Arts returning any such documents, material in their possession;
- Seeking authorisation before communicating externally on behalf of Charnwood Arts;
- Maintaining an appropriate standard of dress and personal hygiene;
- Disclosing the fact that they have been charged with, or convicted of a criminal offence by prosecuting authorities (or given the benefit of the Probation of Offenders Act 1907 as amended) to Charnwood Arts.

<u>Volunteers are expected NOT to:</u>

- Bring the charity into disrepute (including through the use of email, social media and other internet sites, engaging with media etc.);
- Seek or accept any gifts, rewards, benefits or hospitality in the course of their role;
- Engage in any activity that may cause physical or mental harm or distress to another person (such as verbal abuse, physical abuse, assault, bullying, or discrimination or harassment on the grounds of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the Traveller community);
- Be affected by alcohol, drugs, or medication which will affect their abilities to carry out their duties and responsibilities while volunteering;
- Provide a false or misleading statement, declaration, document, record or claim in respect of Charnwood Arts, its volunteers, employees or charity trustees;
- Engage in any activity that may damage property;
- Take unauthorised possession of property that does not belong to them.
- Engage in illegal activity while carrying out their role.
- Improperly disclose, during or after their involvement with Charnwood Arts ends, confidential information gained in the course of their role with Charnwood Arts.

Where a volunteer is found to be in breach of the standards outlined in this Code of Conduct or any of Charnwood Arts other policies and procedures this may result in the volunteer's

position being terminated. Notwithstanding the foregoing, volunteers should note that Charnwood Arts may terminate a volunteer's position without cause.

Volunteers acknowledge that no employment relationship is created in the context of their role with Charnwood Arts.

Appendix 4

Charnwood Arts

Charnwood Arts Safeguarding of vulnerable adults policy and procedure

Policy Statement
A vulnerable adult is a person aged 18 years or over who is benefiting from or may need community care services by reason of mental or other disability, age or illness; and who is or maybe unable to take care of him, her or them self, or unable to protect him, her or them self against significant harm or exploitation. Whether or not a person is vulnerable in these cases will depend upon surrounding circumstances, environment and each case must be judged on its own merits.

Charnwood Arts values and encourages the involvement of people who may be vulnerable, both in its own work and in the work of partner organisations. Through its Safeguarding Vulnerable Adults Policy, Charnwood Arts is committed to all individuals well-being and safeguarding of their health, safety and general welfare while in the company or care of its staff and volunteers.

It should be recognised that people with Mental health and/or physical needs are able to cope in many situations, so sensitivity and common sense should be exercised.

Purpose
Through the implementation of this policy Charnwood Arts aims to ensure that:

- All vulnerable people have a safe environment with people they can trust
- All risks that vulnerable people may encounter are carefully assessed and all necessary steps are taken to minimise and manage them

This policy sets out agreed guidelines relating to the following areas:

- Responding to allegations of abuse, including those made against staff and volunteers
- Supervision of organisational activities
- Code of Conduct
- Support and Training

This Policy applies to all employees, trustees, volunteers and other people representing Charnwood Arts who have contact with vulnerable people.

Principles
This policy is based on the following principles:

- All vulnerable adults have a right to be protected and their decisions respected even if that decision involves risk.

- The prime concern at all stages will be the interests and safety of the vulnerable adult.
- The aim will be to give a professional service to support and minimise distress to any vulnerable adult.
- Everyone will be treated sensitively at all stages of any investigation.
- The importance of professionals working in partnership with the vulnerable adult and others involved will be recognised throughout the process.
- All services will be provided in a manner that respects the rights, dignity, privacy and beliefs of all the individuals concerned and does not discriminate based on race, culture, religion, language, gender identity, disability, age or sexual orientation.
- Vulnerable adults who have been abused need the same care and sensitivity, whoever the alleged abuser.
- The responsibility to refer the vulnerable adult thought to be at risk rests with the person who has the concern.
- All agencies receiving confidential information in the context of a vulnerable adult investigation will make decisions about sharing this information in appropriate circumstances.
- Procedures provide a framework to ensure that agencies work together for the protection of vulnerable adults. They are not a substitute for professional judgement and sensitivity.
- Vulnerable adults have the right to an independent advocate at any stage in the investigation.
- The welfare of vulnerable people is paramount.
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.
- All staff (paid/unpaid) have a responsibility to report concerns to the Safeguarding Officer with responsibility for safeguarding vulnerable adults.
- Staff/volunteers are not trained to deal with situations of abuse or to decide if abuse has occurred.

Definitions of abuse
Abuse may occur in domestic, institutional and public settings.

Abuse of vulnerable adults occurs in all cultures, all religions and all levels of society. The abuser may be anyone, including a member of the family, friend, neighbour, partner, carer, stranger, care worker, CEO, volunteer, another service user or any other person who meets the vulnerable adult.

Domestic violence
Domestic violence is actual or threatened physical, emotional, financial, psychological and sexual abuse which takes place in the context of a close relationship between adults. Domestic violence involves the use of power and exercise of control by one person over another.

Abuse is a violation of an individual's human and civil rights by any other person or persons.

Abuse may consist of a single act or repeated acts. It may be physical, verbal, financial or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he, she, or they have not consented, or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it.

Abuse can be broadly defined under the following categories:

Physical abuse
Physical abuse is the non-accidental infliction of physical force that results (or could result) in bodily injury, pain or impairment.
Examples of behaviour: hitting, slapping, pushing, burning, physical restraint, harassment, enforced sedation or inappropriate use of medication.

Sexual abuse
Sexual abuse is direct or indirect involvement in sexual activity without consent. Examples of behaviour:

1 Non-contact - looking, photography, indecent exposure, harassment, serious teasing or innuendo, pornography.

2 Contact - coercion to touch, e.g. of breast, genitals, anus, mouth, masturbation of either self or others, penetration or attempted penetration of vagina, anus, mouth, with or by penis, fingers, and/or other objects.

Neglect
Neglect is ignoring or withholding physical or medical care needs.
Examples of behaviour: failure to provide appropriate food, shelter, heating, clothing, medical care, hygiene, personal care; inappropriate use of medication or over-medication.

Psychological / emotional abuse
Psychological abuse is that which impinges on the emotional health and development of individuals. It also presents with other forms of abuse.
Examples of behaviour: shouting, swearing, insulting, ignoring, threats, intimidation,

harassment, humiliation, depriving an individual of the right to choose and privacy.

Financial / material abuse
Financial abuse consists of the unauthorised, fraudulent obtaining and improper use of funds, property or any resources of a vulnerable person.
Examples of behaviour: misappropriating money, valuables or property, forcing changes to will, denying the vulnerable adult the right to access personal funds.

Abuse of individual rights / discriminatory abuse / racial abuse
Abuse of individual rights is a violation of human and civil rights by any other person or persons. Discriminatory abuse consists of abusive or derisive attitudes or behaviour based on a person's sex, sexuality, ethnic origin, race, culture, age, disability or any other discriminatory abuse.

Professional abuse
Professional abuse is the misuse of power and abuse of trust by professionals, the failure of professionals to act on suspected abuse/crimes, poor care practice or neglect in services, resource shortfalls or service pressures that lead to service failure and culpability as a result of poor management systems/structures. Examples of behaviour: entering into a sexual relationship with a patient/client, failure to refer disclosure of abuse, poor, ill-informed or outmoded care practice, failure to support a vulnerable adult to access health care/treatment, denying vulnerable adults access to professional support and services such as advocacy, service design where groups of users living together are incompatible, punitive responses to challenging behaviours, failure to whistle-blow on issues when internal procedures to highlight issues are exhausted.

Procedures

Recognising and Responding to Abuse
The following signs may or may not be indicators that abuse has taken place, but the possibility should be considered.

Physical signs of abuse

- Any injuries not consistent with the explanation given for them
- Injuries which occur to the body in places which are not normally exposed to falls or games
- Unexplained bruising, marks or injuries on any part of the body
- Bruises which reflect hand marks or fingertips (from slapping or pinching)
- Cigarette burns
- Bite marks
- Broken bones
- Scalds
- Injuries which have not received medical attention
- Neglect, under nourishment, failure to grow, constant hunger, stealing or gorging food, untreated illnesses, inadequate care
- Repeated urinary infections or unexplained stomach pains

Changes in behaviour which can also indicate physical abuse

- Fear of parents/partner/carer being approached for an explanation
- Aggressive behaviour or severe temper outbursts
- Flinching when approached or touched
- Reluctance to get changed, for example, wearing long sleeves in hot weather
- Depression
- Withdrawn behaviour

Emotional signs of abuse
The physical signs of emotional abuse may include:

- A failure to thrive
- Sudden speech disorders
- Persistent tiredness

Changes in behaviour which can also indicate emotional abuse include:

- Obsessions or phobias
- Sudden under-achievement or lack of concentration
- Inappropriate relationships with others
- Attention seeking behaviour
- Fear of making mistakes
- Self-harm
- Fear of carer being approached regarding their behaviour

Sexual Abuse
The physical signs of sexual abuse may include:

- Pain or itching in the genital/anal area
- Bruising or bleeding near genital/anal areas
- Sexually transmitted disease
- Vaginal discharge or infection
- Stomach pains
- Discomfort when walking or sitting down
- Pregnancy

Changes in behaviour which can also indicate sexual abuse include*:*

- Sudden or unexplained changes in behaviour e.g. becoming withdrawn or aggressive
- Fear of being left with a specific person or group of people
- Having nightmares
- Eating problems such as over-eating or anorexia
- Self-harm or mutilation, sometimes leading to suicide attempts
- Saying they have secrets they cannot tell anyone about
- Substance or drug abuse
- Suddenly having unexplained sources of money

Neglect

The physical signs of neglect may include:

- Constant hunger, sometimes stealing food from others
- Constantly dirty or smelly
- Loss of weight or being constantly underweight
- Inappropriate dress for the conditions

Changes in behaviour which can also indicate neglect include:

- Complaining of being tired all the time
- Not requesting medical assistance and/or failing to attend appointments
- Mentioning being left alone or unsupervised

Reporting cases of suspected abuse

Concerns must be reported immediately to the Safeguarding Officer, Shirley Novak (CEO). Tel: 07593 980122. Email: shirley.novak@charnwoodarts.com

The role of the Safeguarding Officer is to:

- Obtain information from staff, volunteers, vulnerable person and carers who have vulnerable adult safeguarding concerns and to record this information.
- Assess the information quickly and carefully and ask for further information as appropriate.
- Consult with a statutory vulnerable adult protection agency such as the local social services department in order to clarify any doubts or worries.
- The Safeguarding Officer should make a referral to a statutory adult protection agency or the police without delay.
- Where appropriate a referral should also be made to the ISA.

The Safeguarding Officer has been nominated to refer allegations or suspicions of neglect or abuse to the statutory authorities. In their absence the matter should be brought to the attention of the most senior staff member available. If both are absent it will be brought to the attention of the Chair of Trustees.

Suspicions will not be discussed with anyone other than those nominated above.
It is the right of any individual to make direct referrals to the adult protection agencies. If for any reason it is believed that the nominated persons have not responded appropriately to the concerns, the adult protection agencies may be contacted directly.

Allegations of physical injury or neglect
If a vulnerable adult has a symptom of physical injury or neglect the Safeguarding Officer will:

- Seek medical attention (where necessary) and inform the doctor of any suspicions of abuse.
- Contact Social Services for advice in cases of deliberate injury or concerns about

the safety of the vulnerable adult. The carers should not be informed by the organisation in these circumstances.

- In other circumstances the carer should be contacted and it suggested that medical help/attention is sought for the vulnerable adult. The doctor will then initiate further action if necessary.
- If appropriate the carer will be encouraged to seek help from Social Services. If the carer fails to act the Safeguarding Officer should in case of real concern contact Social Services for advice.
- Where the Safeguarding Officer is unsure whether to refer a case to Social Services then advice from the Area Vulnerable Adult Safeguarding Committee will be sought.

Allegations of sexual abuse
In the event of allegations or suspicions of sexual abuse the Safeguarding Officer will:

- Contact the Social Service duty social worker for vulnerable adults directly. The Safeguarding Officer will not speak to the carer (or anyone else).
- If the Safeguarding Officer is unsure whether to follow the above guidance then advice from the Area Vulnerable Adult Safeguarding Committee will be sought.

Under no circumstances should the Safeguarding Officer attempt to carry out any investigation into the allegation or suspicions of sexual abuse. The role of the Safeguarding Officer is to collect and clarify the precise details of the allegation or suspicion and to provide this information to Social Services whose task it is to investigate the matter.

- Whilst allegations or suspicions of sexual abuse should normally be reported to the Safeguarding Officer, their absence should not delay referral to Social Services.

Responding to a vulnerable adult making an allegation of abuse
Where a vulnerable adult makes a disclosure, the person to whom it is being disclosed should:

- Stay calm and listen carefully to what is being said.
- Find an appropriate early opportunity to explain that it is likely that the information will need to be shared with others. Do not promise to keep secrets.
- Allow the vulnerable adult to continue at his/her/their own pace.
- Ask questions for clarification only and avoid asking questions that suggest an answer.
- Reassure the vulnerable adult that they have done the right thing in disclosing.
- Tell them what you will do next and with whom the information will be shared.
- Record in writing what was said using the vulnerable adult's own words, as soon as possible, note the date, time, any names mentioned, to whom the information was given and ensure that the record is signed and dated

Helpful statements to make:

- I believe you (or showing acceptance of what the vulnerable adult says)
- Thank you for telling me
- It's not your fault
- I will help you

Things not to say:

- Why didn't you tell anyone before?
- I can't believe it!
- Are you sure that this is true?
- Why? Who? When? Where?
- Never make false promises

Recording disclosures

Make notes as soon as possible (ideally within 1 hour of being told). Write down exactly what the vulnerable adult said and what was said in reply and what was happening immediately before being told (i.e. the activity being delivered). Record the dates, times and when the record was made. All hand written notes should be kept securely.
Use the form "Reporting allegations or suspicions of abuse" This form is attached at the bottom of this policy. (Appendix 1)

Report the discussion to the Safeguarding Officer as soon as possible. If this person is implicated, report to the Chair. If both are implicated, report to Social Services.
Under no circumstances discuss your suspicions or allegations with anyone other than those nominated above.
After a vulnerable adult has disclosed abuse the Safeguarding Officer should carefully consider whether it is safe for a vulnerable adult to return home to a potentially abusive situation. On rare occasions it may be necessary to take immediate action to contact Social Services to discuss putting safety measures into effect.

Allegations against a member of staff

Charnwood Arts assures all staff/volunteers that it will fully support and protect anyone, who in good faith reports their concern that a colleague is, or may be, abusing a vulnerable adult. Where there is a complaint against a member of staff, there may be three types of investigation:

- A criminal investigation,
- A vulnerable adult protection investigation,
- A disciplinary or misconduct investigation.

The results of the police and vulnerable adult protection investigation may influence the disciplinary investigation.

Action if there are concerns

Concerns about poor practice
If, following consideration, the allegation is clearly about poor practice, this will be dealt with as a misconduct issue. If the allegation is about poor practice by the Safeguarding Officer or if the matter has been handled inadequately and concerns remain, it should be reported to the Chair who will decide how to deal with the allegation and whether the organisation should initiate disciplinary proceedings.

Concerns about suspected abuse
Any suspicion that a vulnerable adult has been abused by either a member of staff or a volunteer should be reported to the Safeguarding Officer, who will take such steps as considered necessary to ensure the safety of the vulnerable adult in question and any other vulnerable adult who may be at risk.

The Safeguarding Officer will refer the allegation to the social services department who may involve the police or go directly to the police if out-of-hours.

The carers of the vulnerable adult will be contacted as soon as possible following advice from the Social Services department

If the Safeguarding Officer is the subject of the suspicion/allegation, the report must be made to the CEO (if different) or to the Chair of Trustees who will refer the allegation to Social Services.

Internal Enquiries and Suspension
The Safeguarding Officer will make an immediate decision about whether any individual accused of abuse should be suspended pending further police and Social Services inquiries.
Irrespective of the findings of the Social Services or police inquiries the organisation will assess all individual cases to decide whether a member of staff or volunteer can be reinstated and how this can be sensitively handled. This may be a difficult decision; particularly where there is insufficient evidence to uphold any action by the police. In such cases, the organisation must reach a decision based upon the available information which could suggest that on a balance of probability, it is more likely than not that the allegation is true. The welfare of the vulnerable adult should remain of paramount importance throughout

Supervision for activities and services
Charnwood Arts will aim to protect vulnerable adults from abuse and our team members from false allegations by adopting the following guidelines:

- Keep a register of all vulnerable adults attending our activities.
- Keep a register of all team members (both paid staff members and volunteers)
- Registers will include arrival and departure times and the names of others in the building at the time.
- Keep a record of all sessions including monitoring and evaluation records.
- Team members will record any unusual events on the accident/incident form.
- Team members will escort vulnerable adults of the same sex to the toilet but

are not expected to be involved with toileting.
- All team members will treat all vulnerable adults with dignity and respect in attitude, language and actions.

Code of Conduct
Staff/ volunteers should not*:*
- Take vulnerable adults to their home
- Make inappropriate contact with vulnerable adults i.e. develop relationships outside Charnwood Arts
- Leave vulnerable adults in the presence of adults who are not suitably trained
- Leave vulnerable adults in the presence of staff or volunteers who have not had the relevant DBS checks
- Show favouritism to vulnerable adults within the organisation

Support and Training
Charnwood Arts is committed to the provision of safeguarding training for all staff and volunteers. Opportunities for staff and volunteers to attend safeguarding training will be provided to cover the following areas:

- What is abuse?
- Definitions of abuse
- Recognising abuse
- Responsibilities
- Responding to allegations of abuse
- Working to a Code of Conduct

All new staff and volunteers will receive a copy of Safeguarding Vulnerable Adult Policy as part of their induction.

The role of the Safeguarding Officer
The role of the Safeguarding Officer is to:

- Establish contact with the senior member of Social Services staff responsible for safeguarding vulnerable adults
- Provide information and advice on safeguarding vulnerable adults within the organisation
- Ensure safeguarding vulnerable adults' policies and procedures are followed
- Liaise with statutory organisations as required
- Keep members of the organisation informed about any action taken and any further action required
- Ensure that case records are maintained and stored confidentially
- Advise the organisation of any safeguarding training needs

Appendix 5 (Safeguarding Report Form)

CONFIDENTIAL

REPORTING SUSPECTED ABUSE (use additional sheets if needed but sign and date each one)

Name of person reporting: _____

Name of Vulnerable adult: _____

Date of birth:_____Ethnicity:_____Religion: _____

First Language_____Second Language_____

Disability: _____

Home address: _____

_____TEL: _____

Carer or next of Kin Name:_____TEL:_____

Are you reporting your concerns or reporting someone else's? Please give details:

Brief description of what has prompted the concerns: include date, time, specific incidents:

Any physical signs? Behavioral signs? Indirect signs?

Have you spoken to the carer(s)? if so, what was said ?:

Has anybody been alleged to be the abuser? If so, please give details?:

Have you consulted anybody else? Please give details:

Person reported to and date of reporting:

Action taken:

Notes:

Signature of reporting person:_____Date