



Turtle Dove Cambridge Community Interest Company

Safeguarding Guidelines for Volunteers

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Review due: May 2026

Turtle Dove Cambridge

Safeguarding Guidelines for Volunteers

As an organisation working with children, young people and vulnerable adults we wish to operate and promote good working practice.

As a volunteer of TDC you need to be aware of our general code of practice, safeguarding and risk assessment, especially when working at events. Although you will never be expected to work alone, you may have to travel on your own, or work on your own at home.

Safeguarding is everyone's responsibility. Below is a safeguarding checklist to reduce risk and to give you an overview of the main points you need to consider when working for TDC, to ensure good practice.

TDC have a pro forma risk assessment for TDC events and a comprehensive Safeguarding Policy and Lone Working Policy, which you can refer to for in-depth guidance, objectives, legal requirements, reporting incidents and post-incident action.

Types of Abuse

(For in-depth definitions, other types of abuse and legislation please see the Safeguarding Policy)

Physical Abuse

This is the infliction of pain or physical injury, which is either caused deliberately, or through lack of care.

Sexual Abuse

This is the involvement in sexual activities to which the person has not consented or does not truly comprehend and so cannot give informed consent, or where the other party is in a position of trust, power or authority and uses this to override or overcome lack of consent.

Psychological or Emotional Abuse

These are acts or behaviour, which cause mental distress or anguish and have a harmful effect on someone's emotional health and development

Neglect or Act of Omission

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs and is likely to impair the child's health or development. In the case of vulnerable adults, it is the repeated deprivation of assistance needed for important activities of daily living, including failure to intervene in behaviour which is dangerous to them or to others, resulting in impairment of their general well-being or development.

'Honour Based' Abuse

Honour Based Abuse encompasses crimes which have been committed to protect or defend the honour of the family and/or the community, including Female Genital Mutilation (FGM)], forced marriage, and practices such as breast ironing. It can include multiple perpetrators. FGM comprises all procedures involving partial or total removal of the external female genitalia or other injury to the female genital organs. Guidance on the

warning signs that FGM may be about to take place, or may have already taken place, can also be found on pages 38-41 of the multi-agency statutory guidance on FGM.

Preventing Radicalisation

Children are vulnerable to extremist ideology and radicalisation. Similar to protecting children from other forms of harms and abuse, protecting children from this risk should be a part of a schools' safeguarding approach.

- Extremism is the vocal or active opposition to our fundamental values, including democracy, the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs. This also includes calling for the death of members of the armed forces.
- Radicalisation refers to the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups.
- Terrorism is an action that endangers or causes serious violence to a person/people; causes serious damage to property; or seriously interferes or disrupts an electronic system. The use or threat must be designed to influence the government or to intimidate the public and is made for the purpose of advancing a political, religious or ideological cause.

Reporting allegations or suspicions of abuse

(For in-depth guidance please refer to the Safeguarding Policy)

When volunteering for Turtle Dove, we want all volunteers to be safe from harm, this is your right, we want volunteers to know how to respond to things they are worried about and break down barriers to reporting concerns.

- Do not carry out your own investigation into an allegation or suspicion of abuse
- Report allegations, suspicions or concerns as soon as possible to **Kate Nation** (Managing Director and Safeguarding Co-ordinator) Tel no: **07902851151**
- In the absence of, or if the suspicion in any way involves the Safeguarding Co-ordinator, then the report should be made to the **Complaints Officer and Director**, Maria Peyman, who will involve the Board of Directors via the email address: directors@turtledovecambridge.com

If the suspicions implicate both the Safeguarding Co-ordinator and the wider Turtle Dove team, then the report should be made to ThirtyOne:Eight. Tel: 0303003 11 11

- Alternatively contact Social Services or the police
- Adult Social Services. Tel: **03450455202**. Out of hours emergency. Tel: **01733 234724**
- The Police Child Protection Team. Tel: **0845 4564564**
- Do not discuss the matter with anyone apart from those nominated above.
Write a record of the concerns and keep it in a secure place

Working at another building/location/events

You must ensure that:

- You know where the emergency exits and alarms are, and that they are accessible
- You are familiar with the fire and intruder alarm procedures
- You have access to a telephone and first aid kit
- Call for help if you think the building has been broken into, before going in
- You are familiar with the no-smoking rules and procedures
- You park in a well-lit and busy area
- You sign in and sign out of the building
- Ensure you are aware of Turtle Dove Cambridge's policies and procedures
- Ensure your emergency contact details are with a staff member during the event and that you know how to access them
- If you are taking photographs, ensure all participants have consented to photo permission
- In extreme weather, ensure you have access to water and sun cream
- If working at an event with older people ensure you have a basic awareness of issues you may face and related behaviour about how to deal with them, such as dementia
- Ensure you are aware of the strict no tolerance policy on drugs and alcohol consumption during and prior to events
- Food Safety – If you have any allergies or medical issues, ensure that you make them known to TDC staff. Make sure you have food safety knowledge and training
- Supervise young women if they are handling hot drinks and serving attendees
- Be aware of when breaks are and where the designated smoking area is. You must change out of your TDC uniform if you are having a cigarette break
- If you are in charge of the cash box and key, ensure that the donations pot is secure and you are monitoring it
- It is not advised for workers to give or loan young people money or belongings
- You cannot accept gifts from persons or organisations. Inform a member of staff if a person or organisation are wanting to give a gift to the whole team
- You must not give out personal information such as addresses, phone numbers, emails or the young women's personal college timetables. If somebody is pressing for this information, inform a staff member
- Consider boundaries in conversation in respect to your personal life and experiences, it may be that an individual that you are talking to is not able to deal with the topics that you are sharing, be mindful of this and limit the sharing of personal information
- Be careful not to make promises to young women
- Be consistent and equitable in your behaviour towards the young women
- Remember that you are an Ambassador of Turtle Dove and that you are playing a key part in our journey to improve the future of young women
- Seek supervision from Kate Nation if you are uncomfortable or uncertain about your own, other staff members or young women's behaviour

Working at home

- If you're working from home, keep your address and telephone number confidential
- Keep in regular contact with your Line Manager or other designated person
- Prevent the person you are calling accessing your number by dialling 141 before you call their number

Escorting young women (service users)

- Go through a checklist risk assessment before deciding to escort a service user
- Do not escort a service user by car if there are any doubts about your safety

- If you are escorting a service user, seat them behind the front passenger seat and ensure that their seat belt is fastened
- If a conflict arises, pull over into a safe place and exit the vehicle and if possible, remove the keys. Then follow procedures, which may involve calling the police, your line manager, a colleague or designated person
- Ensure that you have planned your safe return after the service user has been dropped off

Driving alone

- Check directions for your destination
- Make sure your car is road-worthy, insured and has break-down cover
- Make sure someone knows where you are and when you are expected home
- Avoiding where possible poorly lit or deserted areas

Travelling by taxi

- If you can, book a taxi in advance from a reputable company and get the driver's name and call sign
- If you haven't booked a taxi, use a reputable cab company and save the number on fast dial on your mobile phone, then find a safe place to wait. As a last resort, go to a taxi rank to hail a cab
- Never use a minicab, unless it is licensed or a registered hackney carriage
- When travelling, sit in the back, behind the front passenger seat
- Be aware of child locks and central locking in the taxi
- Do not give out personal or sensitive information to the driver

Travelling by foot

- Walk briskly, if possible, and do not stop in areas that are unknown to you
- If you require assistance, go into a safe establishment, such as a police station
- Avoid using mobile phones overtly in any area, and carry equipment discretely
- Stay in the centre of pavements, facing oncoming traffic
- Remain alert to the people and environment around you, staying on well-lit paths and areas if possible. Avoid waste ground, isolated pathways and subways, particularly at night
- If someone attempts to steal what you are carrying, do not challenge them
- Consider carrying your house keys and mobile phone separately from a handbag
- Report any theft or attempted theft to TDC and the police. Make a note of the date, time and descriptions of events and attacker(s), as soon as possible

Travelling on public transport

- Make sure you have a timetable for your route
- Give your line manager, colleague or another contact, details of your intended route and mode of transport
- Wait for transport at a busy, well-lit stop or station
- Try to sit near the driver while on public transport, preferably in an aisle seat
- Familiarise yourself with the relevant safety procedures and sit near the emergency alarm
- Avoid empty upper decks on buses and empty train compartments
- If you're threatened by another passenger, alert the driver/guard as soon as possible

Reporting an incident

It is important that you report all incidents of physical and non-physical assault to TDC by the end of the working day, using the organisation's logging concern form and/or incident report form where appropriate. If you feel the reporting needs to be done more urgently, please contact the designated safeguarding lead.

Volunteers should also refer to the Lone Working Policy for procedural information.