

Safeguarding and confidentiality within health and social care volunteering



About Brook

- UK's leading voluntary sector provider of sexual health services for young people
- Over 50 years experience as a trusted service for young people
- Reach nearly 250,000 young people every year



Volunteering at Brook

- Volunteering is embedded at all levels of the organisation
- Worked with 247 young volunteers in 2015
- Volunteers support all areas of activity:
 - Youth participation and involvement
 - Clinical and support services
 - Education and outreach work
 - Administration
 - Communications and social media
 - Lobbying, campaigning and advocacy



Brook young volunteers



Safeguarding and confidentiality with/for volunteers

- Organisations need to balance different rights and responsibilities:

Young volunteers' right to confidentiality	Your duty to safeguard your volunteers
Young volunteer's responsibility to protect the confidentiality of your patients/clients/beneficiaries	Your duty to safeguard your clients/patients/beneficiaries

Why is it important?

- To protect volunteers from harm
- Keep clients safe
- Clients need to trust the service/organisation
- Human Rights

What safeguarding and confidentiality means to young volunteers

- Safety
- Risk
- Protection
- Consent
- Privacy
- Choice



- **Being respected as a person**

Planning your programme: policy and procedure

- Have policies and procedures in place before recruiting volunteers (involving young volunteers/safeguarding/confidentiality)
- Ensure policies are relevant and appropriate for work with young people under the age of 18
- Involve young people in developing policies **at the earliest opportunity**
- **No one** likes a jargon filled policy – *get it right for young people, and you've got it right for everyone else!*

Young people's involvement in policy



Planning your programme: creating clear volunteer roles

- All volunteers should have a clear role description
- Set out day to day responsibilities and expectations
- Clear boundaries
- Identify potential risks
- Volunteers might be current or previous clients – ensure personal information is handled appropriately



Planning your programme: identifying and managing risk

- Risk assessment for every role
- Holistic – physical and emotional risks
- Support needs assessments – find out about individual volunteer needs
- Put appropriate support in place

Planning your programme: identifying and managing risk

- Can risks be managed in an appropriate way to create a safe volunteering environment?
- If not, what other opportunities are available?
- Even 'medium risk' opportunities can be challenging
- Have regular 'de-briefs' and supervision for volunteers.
- Signposting to further support

Planning your programme: identifying and managing risk

- Have clear arrangements for day-to-day supervision
- Young people under 18 may require additional support and supervision
- Staff or adult volunteers supporting young volunteers should be DBS checked and have skills support and safeguard young volunteers
- Assess whether DBS checks are required for young volunteers (16+)

Recruitment and selection

- Important to get recruitment right – for the organisation **and** potential volunteers
- Two way process: is this right opportunity for the young person?
- Robust recruitment and selection procedures mitigate risk
- Seek parental consent for young people under the age of 16 (good practice to get this for young people 16 to 18)
- Make sure your process are young people friendly. Involve young people in developing your approach, and gather feedback.



Recruitment and selection: application forms

- Ask specific questions – you are more likely to get the information you want.
- Can collect information about young people's interests, skills and experience
- Opportunity for young people to share information about support they may need.
- Creates a 'paper trail' for the recruitment process
- References – be specific - ask questions about young people's suitability for the role



Recruitment and selection: Interviews

- Can be a challenging experience for young people
- Be clear about your expectations, let young people know how formal the interview will be
- Give clear information about practical arrangements (think about how flexible you want to be)

Recruitment and selection: Interviews

- Scenario based questions - opportunity to understand young person's attitudes, values, motivation and resilience.
- Give feedback, be upfront about what your organisation expects.
- Assess whether potential volunteer is suitable for your opportunity.

Recruitment and selection: assessing risks and needs

- **Support needs assessment:** identify any individual support needs during the recruitment process
- **Health and Safety risk assessment** (needs to be signed by parents for young people under)
- These should be 'live' documents reviewed during supervision or if situation/circumstances change

Training

- Include confidentiality and safeguarding in your induction.
- Might be new concepts for young people – training needs to be accessible and young people friendly.
- Avoid jargon!
- Don't assume prior knowledge.
- Think about ongoing training - not just induction

Training

- Creative and interactive training can make the policy and procedure 'real'
- Use scenarios and practical examples, helps volunteers to understand their responsibilities – include examples of how to deal with challenging and awkward situations
- Involve young people in developing training activities
- Deliver standard training and include supplementary activities to develop understanding of what policies mean in practice

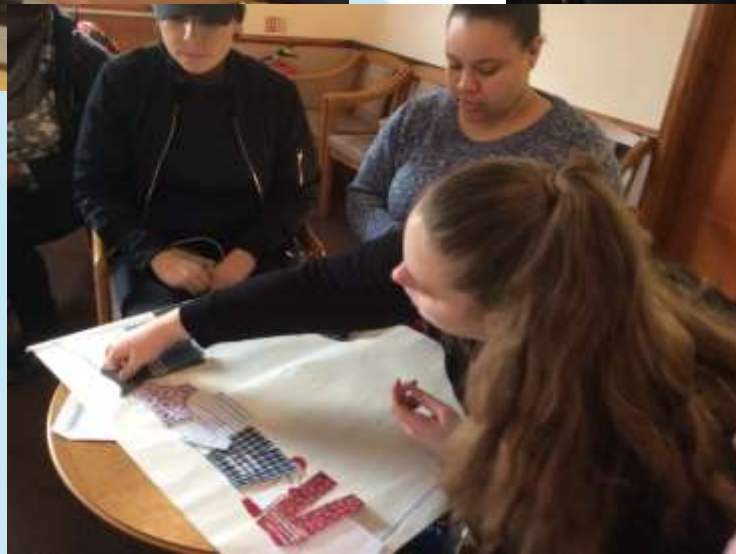


Training

- Never just give young people policies to read – might be appropriate to create ‘young people friendly’ versions
- Create a positive attitude to safeguarding and confidentiality.
- Include training about data protection
- Safeguarding and confidentiality are important – anyone who is hoping to progress to future study, volunteering or employment in this sector needs to understand this!



Engaging, interactive training



Peer support settings

- Important young volunteers understand they are in a position of responsibility and trust
- Can be a challenge for young volunteers to maintain professional boundaries when working with their peers
- Might be the first time they have found themselves in this position
- Use scenario based training and give clear feedback
- Have a development plan for volunteers



Ongoing support and supervision

- Volunteers should have a named co-ordinator who is responsible for their support.
- Have clear arrangements in place before volunteers start
- Regular supervision (this should be recorded)
- Consider a probationary period – regular support/supervision and a review at the end

Ongoing support and supervision

- Have debriefs at the end of shifts/sessions. (Especially in challenging environments.)
- 'Handover' – volunteers shouldn't be taking worries or concerns home with them
- Think about peer support or buddying

Top tips from our young volunteers!

- Make recruitment and selection young-people friendly
- Involve young people in planning your project
- Develop interactive training – use role plays, scenarios, videos etc.
- Be clear about what you expect from volunteers
- Ensure ongoing support is accessible – have a ‘hotline’ volunteers can use if they are concerned about anything
- Young volunteers should understand their rights and the rights of clients and service users



“Confidentiality and safeguarding are taken very seriously at Ask Brook. They were discussed from my first interview and we had specific training on safeguarding to be best able to protect and support the young people we talk to. The team also has a very open and collaborative approach which means that any conversations which feel like they could be safeguarding concerns can be discussed and worked on together.”

Young Volunteer



Thank you!

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