

Safeguarding Guidance

What to do if there is a safeguarding concern

The Chief Operating Officer is the Designated Safeguarding lead (DSL) for Volunteering Matters

Volunteering Matters also has 6 trained Deputy Designated Safeguarding Leaders. These are 5 of the Delivery Leads and the Head of Volunteering and Engagement (see below). There are also over 100 project staff members who are trained and understand what to do is a concern when raised. It is important to remember you are NOT on your own.

Step one: ACTION

The action will be different depending on the situation you are faced with. In some cases, the action is obvious, for examples if there is a threat to life you must call 999. In other cases, the most important action you can do, is to note down your concerns and share them with the designated safeguarding lead. If the person responsible for your area is not available, you can contact one of the other DSLs. 80% of the Safeguarding concerns at Volunteering Matters lead to a referral into a statutory service or partner organisation.

Good Record Keeping

Keeping an accurate record of the concern and the action taken is crucial. Volunteering Matters has a standard Safeguarding Alert form, you can find it [here](#).

The form should be completed promptly and send to the Designated Safeguarding Lead. The form should be password protected; personal details should be anonymised (use initials rather than names). The password should be sent to the DSL separately from the form itself.

Safeguarding Concern Form

This form is to be used by anyone who has a concern about the welfare of staff, volunteers, or beneficiaries, 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 line manager and safeguarding champion within the same working day as the concern has come to attention.

Please specify who the safeguarding concern relates to ;
Vulnerable Adult ☐ Child / Young Person ☐ Staff ☐ Volunteer ☐

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

1. Your details

Your name:	Email:
Position:	Telephone:
Region:	Line Manager:

The review process

The DSL will review the action taken, ask further questions or seek out some additional follow up. When the DSL has confirmed they are satisfied with the action taken, the DSL will share the alert with the CEO and Safeguarding Trustees, an identical process of review takes place.

The Central Record

The DSL, the CEO and the Safeguarding Lead trustee all deleted the alert form once it has been actioned. A record of the alert is entered onto Volunteering Matters Central Safeguarding Record. This spreadsheet is only accessible to the Executive Assistant, the CEO and the Chief Operating Officer.

What is it used for?

The Central Record is a Regulatory requirement of the Charity Commision and Office for Scottish Charity Regulator (OSCR).

A report is produced quarterly for trustees, summarising the number of alerts, the action taken. This allows us to identify trends, for example during the COVID period 90% of our alerts where about isolated older people compared to 45% pre Covid. This allows us to target our training and resources more effectively. The report helps us to identify training needs, support needs and highlights significant areas of needs with the communities we work with. It helps us review our practice.

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