



## **GOOD PRACTICE GUIDELINES FOR VOLUNTEERS**

### **WORKING WITH CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS**

*The following guidelines are intended to supplement Wings' Safeguarding Policy and volunteers must at all times, act in accordance with the terms of the Policy.*

These guidelines for working with children or young people under the age of 18 years and with vulnerable adults are issued in conjunction with Home Office recommendations *Safe from Harm* and *Working Together to Safeguard Children*. All workers and volunteers must adhere to these guidelines for safe working practice and for the prevention of any abuse to children, young people or vulnerable adults.

1. A volunteer should not be alone with a service user where their activity cannot be seen. This may require leaving doors open, having two groups working in the same room, having another adult present, or being in a place where others can observe the volunteer's practice.
2. The volunteer should treat all service users with respect and dignity befitting their age with regard to language, tone of voice, and personal space.
3. The volunteer should not seek to form exclusive relationships with any service user or young volunteer met at Wings.
4. The volunteer should not engage in any of the following:
  - Invading the privacy of service users when they are using the toilet;
  - Rough, physical or sexually provocative games;
  - Making sexually suggestive comments about or to a service user, even in 'fun';
  - Inappropriate and intrusive touching of any form;
  - Any scapegoating, ridiculing, or rejecting a service user.
5. The volunteer should not let service users involve them in excessive attention-seeking that is overtly sexual or physical in nature.

6. The volunteer should not arrange Wings related activities within their own homes to which service users met at Wings are invited, nor should they visit service users met at Wings in their own homes.
7. The volunteer should avoid giving lifts to service users on their own. If they are alone, the volunteer should ask the service user to sit in the rear of the car. When giving lifts to 2 or 3 service users, as far as possible the volunteer should arrange lifts so that the person in front is dropped off first. Volunteers must ensure they are adequately insured to carry Wings service users in their vehicles.
8. All volunteers must be familiar with and follow Wings advice on safe use of the internet.
9. A volunteer over the age of 16 should not share sleeping accommodation with service users in any activity involving overnight stays.
10. Volunteers are answerable to the Line manager and other Youth Workers in the area of physical contact. Concerns about possible abuse should always be reported to the Safeguarding Lead or Deputy.
11. The volunteer will receive regular supervision to review all aspects of the work from their appropriate line manager.

***I have been informed of the Wings South West Safeguarding Policy together with the above guidelines and agree to work within this framework.***

Signed ..... (Volunteer)

Name ..... Date .....

Signed ..... (Line Manager, Wings South West)

Name ..... Date .....