



Volunteer Handbook

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Welcome to all Wimbledon Guild volunteers



You may have just started volunteering with us recently or have been involved for many years. The Wimbledon Guild values your contribution as it plays a very important part in helping us meet the charity's aims: encouraging mental well-being, supporting aging and tackling poverty.

The charity has been providing services throughout the local area for more than 100 years – and with your help and support we look forward to all that we will be able to achieve together in the future.

This handbook sets out our responsibilities to you and describes what is expected of you in your volunteering role. Do take time to read the handbook and refer to it if issues arise in the course of your volunteering. And of course, please do speak to the Volunteer Manager or your relevant supervisor if you have any queries, concerns or suggestions.

I do hope that you enjoy your time at the Wimbledon Guild and find it interesting and rewarding.

Thank you so much for giving your time and sharing your talents to support us.

Wendy Pridmore

Chief Executive

Introduction to the Wimbledon Guild

The Wimbledon Guild is a registered charity providing support to people throughout the local area. Our aims are: tackling poverty, supporting ageing, and encouraging mental well-being. These are achieved through a range of services including: a comprehensive counselling service, a variety of activities that encourage older people to get the most from life and small grants programmes.

The Wimbledon Guild runs a variety of activities to support older people in their personal and emotional aspirations. We have a range of flexible transport provisions and an affordable café. Trained and vetted volunteer befrienders make regular visits to local people who are virtually housebound to reduce isolation and promote neighbourliness. The Wimbledon Guild counselling services include one to one counselling, group therapy and family therapy. The small grants fund eases the lives of local families in financial distress.

The Wimbledon Guild is a registered charity and relies on the generosity of local people, schools, and churches and businesses to donate funds and gifts.

There are over 320 volunteers in the volunteering programme who share a passion to support the community. To find out more about the uplifting experience that the Wimbledon Guild can offer visit: www.wimbledonguild.co.uk



How volunteers fit in

With 40 staff and our ever-growing team of volunteers, the Wimbledon Guild is able to make a positive difference to many people's lives throughout the local area/

There are a range of volunteer roles including:

The counselling service, delivered primarily by our volunteer counsellors. Many counsellors are here on placement completing counselling, psychotherapy, group therapy or family therapy training or are fully qualified and gaining more experience. There are approximately 100 volunteers within this department. The counselling service is open to people over 15 with no upper age limit: under 18s receive free counselling while adults pay on a sliding scale according to their means.

We also provide counselling training: CPD days as well as foundation and PG diploma courses. Volunteer counsellors can attend CPD days at a discounted rate.

The social welfare department, including Ageing Well and Activates, help run activities for older people; working in our Mitcham charity shop; visiting people in the community and helping alleviate loneliness.

As a volunteer you might want to help with building people's confidence on public transport; teaching IT; serving or preparing food in our café; working in administration; help to fundraise; or just sing and dance; there is something for everyone and we appreciate everything you do – in short you are quiet brilliant.

The Wimbledon Guild is always looking to achieve the highest possible standards. Our Investors in People Bronze award and Investing in Volunteers accreditation demonstrates a strong commitment to the welfare of staff and volunteers.

The relationship between the Wimbledon Guild and volunteers is based on the following principles:

- Recognition – your contribution is invaluable, and we will recognise your contribution and share your success.
- Standard of performance – our high standards are important to all our staff and volunteers
- Equal opportunities and diversity – we encourage volunteer from across the community and where possible our opportunities are accessible to all
- Roles and responsibilities – all volunteers have clearly defined roles, responsibility and supervision and these are reviewed periodically
- Recruitment – we will apply a recruitment and screening procedure to ensure volunteers are assigned to the appropriate roles
- Introduction and training – all volunteers will receive appropriate induction and free training relevant to your role
- Health, safety and welfare – we recognise our duty of care to volunteers and we will ensure our volunteers are protected from harm
- Confidentiality and feedback – we will treat volunteers fairly and handle their personal information in confidence. Volunteers will be given opportunities to feedback and complaints will be handled consistently and impartially.



- Expenses – Expenses that will be reimbursed include: travel costs to and from the project or mileage if driving your own vehicle.

What about you?

People volunteer for all sorts of reasons, in large part we rely on you to judge whether you are able to perform a role or not. Our volunteer team is made of people from all over the local area and united by a passion for helping others.

How do you know if a role is right for you?

Flexibility, patience and the ability to work in a team are essential, as are having a sense of humour and lots of enthusiasm.

Generally, you don't need specific qualifications or experience to become a volunteer. If you're interested in volunteering within the counselling department there are more specific requirements outlined on our website.

Your skills and experience can be put to good use, please let us know when you apply.

Who will you volunteer with?

You will be part of the Wimbledon Guild team helping improve people's lives in the local area. You may be leading an activity along with one or two other volunteers. Many roles require you to accompany a customer on a one to one basis, let the volunteer Manager know if you are happy to do this. If you volunteer as a counsellor/therapist, you will be part of the counselling service and managed directly within that department. The Wimbledon Guild staff are here to support you, they will check with you on a regular basis to see how things are going and are always at the end of the phone or on email if you have any queries.

What we expect from you

We expect high standards from everyone at the charity, whether paid staff or volunteers.

To ensure you get the most from your role, please do the following:

- Always treat staff, supporters, donors, customers, service users, clients and fellow volunteers with respect, consideration and appreciation.
- Act in a professional way whenever you represent the Wimbledon Guild
- Act in a way which doesn't discriminate against or exclude anyone
- Provide as much notice as possible if you are unable to fulfil your volunteering commitment, or if you no longer wish to be involved with the project
- If you don't fully understand your role and responsibility, please ask your Wimbledon Guild contact or Volunteer Manager for guidance.



The Volunteer Journey

We want to make sure you get the most from volunteering with us, and that we are making the most of your time. Each volunteer goes through the same application process before volunteering to ensure we offer the best possible service and to ensure we keep volunteers, client and customers safe and happy.

1. Application form – The more information you can give us the better. You can download and application form from the website
2. Interview – Our chance to meet you and you meet us.
3. References – Part of our safeguarding policy
4. DBS (Disclosure and Barring Service) check –Part of our safeguarding procedure.
5. Induction – You will have a general induction with the volunteer Manager, to learn about the Wimbledon Guild, review policies and procedures, and meet your department manager with whom you will have a more role specific induction.
6. Begin role – You are ready to start! We will agree a trial period to make sure we are both happy with your placement and work with you to ensure you settle in and feel happy in your role.

Age restrictions apply to some roles, for example our befrienders must be 18 or over, but we encourage younger people to apply for other roles. If you have questions, just call the Volunteer Manager for a chat.

Things you need to know

Expenses

Expenses which will be reimbursed include travel to and from the project or mileage if driving your own vehicle. Guidelines on acceptable expenses and rates will be available from the volunteer Manager or from the relevant manager.

Gifts

Giving or receiving gifts may give the impression of favouritism and could raise expectations of the level of support you can provide in your roles. As such, we ask that volunteers don't give or receive personal gifts to or from staff or customers/service users of the Wimbledon Guild.

Health and Safety

The Wimbledon Guild is committed to look after the health, safety and well-being of everyone who works for us, everyone on our premises and everyone who uses our services. This commitment applies equally to our large tea of volunteers who are vital to the services we provide. If you have any health and safety concerns you should speak to your designated line manager.

Accidents and incidents – All accidents and incidents should be reported to your Wimbledon Guild contact immediately. An accident form must be completed. If you feel it is a real emergency, call the emergency services as soon as possible.



Smoking

Smoking is not allowed in any enclosed workplace, public building or on public transport in the UK or in any of our customers' homes.

Drugs and alcohol

Volunteers should not volunteer under the influence of drugs or alcohol. It is only permitted to consume alcohol if it is served at a Wimbledon Guild event and then in moderation. Volunteers must take reasonable care of themselves and others who could be affected by what they do. If you take medication which could affect your volunteering, notify your line manager as appropriate. The Wimbledon Guild recognises that an alcohol or drugs problem may be an illness to be treated in the same way as any other illness. If an alcohol or drugs problem can be helped by counselling and advice, it may be possible for the Wimbledon Guild to retain the individual as a volunteer.

Volunteering on benefits

You can volunteer and claim benefits if the only money you get from volunteer is to cover expenses. You can continue to volunteer if you can meet conditions of your benefit. For more information visit: www.gov.uk/volunteering/when-you-can-volunteer

Equal opportunities and diversity

The Wimbledon Guild is committed to the principle of equal opportunity and diversity. Accordingly. Policies for recruitment, selection, training and development are designed to ensure that staff and volunteers are treated fairly and without prejudice. A full policy is available on request. It is your responsibility to observe and adhere to this policy at all times. Any breach will be taken seriously. Please familiarise yourself with the policy and speak to a member of staff if you have any questions.

Safeguarding

Volunteering at the Wimbledon Guild will almost certainly bring you into contact with vulnerable adults and children. A vulnerable person is someone who is at higher than normal risk of abuse. The safety of everyone at the Wimbledon Guild is of the utmost importance and any perceived abuse must be reported to your designated line manager straight away. The procedure will be explained to you as part of your induction. Safeguarding training is also offered through the Wimbledon Guild.

Please refer to the Safeguarding Policy at the end of the Handbook.

IT

Whilst at Guild House, you can access our Wi-Fi network. Please speak to your supervisor with regards to accessing the network and please familiarise yourself with IT and information security policies notified to you by the Wimbledon Guild. It is your responsibility to ensure such policies are observed and adhered to. Please use all equipment responsibly and return it to its proper place.

You should maintain appropriate records of your activities and communications whilst volunteering (as directed by us), which should be recorded on the Wimbledon Guild's systems or otherwise



provided to us in a secure manner. You should seek to avoid using personal devices (e.g. home computers or phones) or personal email accounts to store or communicate personal or confidential information relating to your activities for Wimbledon Guild, as these present particular information security risks. If you do need to use personal devices or accounts as part of your activities, then let us know so that we can ensure appropriate security and data protection standards are met. See also section Confidentiality and Data Protection below.

A note on social media: We know social media plays an important role in promoting the Wimbledon Guild and our work. The Wimbledon Guild recognises that social media is much more effective when its supporters share a positive message with their own networks. We encourage you to do this and tag us on our page too.

Equally, negativity on social media or inappropriate use can be damaging to the Wimbledon Guild's reputation, staff, volunteers and customers. As a volunteer you are expected to use social media to promote the Wimbledon Guild in a positive way. We do not permit use of social media to express negativity relating to any one of the Wimbledon Guild, its activities, people or stakeholders, nor to discuss your Wimbledon Guild activities in a way which may cause harm or offence to others. You should also not share content which may be inaccurate or unlawful. This may include imaged or content which affect someone's privacy, or are obtained from external sources, where further permissions may be required before use. See also confidentiality and data protection considerations below. If in doubt, please discuss with us first.

ALWAYS be considerate before sharing

Confidentiality and Data Protection

Your responsibilities

Volunteers helping the Wimbledon Guild will have access to a wide range of information, including personal data relating to customers and other individuals, and other information of a confidential nature. It is essential to remember that personal data or confidential information, whether it is from the Wimbledon Guild or from an individual, should as a rule not be passed to others outside the Wimbledon Guild in any form, including orally, by email and over social media. You should also not discuss such information with other volunteers unless necessary as part of a joint volunteering activity.

Within the counselling and outreach services there are additional guidelines on confidentiality, including exceptional circumstances in which we might need to make exceptions to confidentiality in order to protect someone's well-being.

Note that personal data includes opinions about and images of an individual, as well as other information relating to them. These are therefore all subject to the confidentiality rules. You should always get our approval before you share or communicate any information or imaged relating to the Wimbledon Guild which refer to or relate to another person. The consent of the other person may also need to be sought.



All volunteers are asked to sign a volunteer agreement form when they start, and must familiarise themselves with our policies, including data protection. You may also be required to attend training on these matters. We work with older adults who are classified as vulnerable people. We ask that you don't share any of their personal information (address, phone number, medical history) with people outside the Guild, including other volunteers. We do ask for periodic updates about clients, so we will assign WG emails to those who work on a one-to-one basis. Even while using your WG email address, we ask you to anonymise the client's name (Mrs. A, B, my client, etc.) and to not include any identifying information (address, surname, etc.). If the report is of a more serious nature, such as a safeguarding concern, please do not convey this information via email, but speak with your line manager directly either over the phone or face-to-face. We are only open Monday to Friday, so if you contact us out of hours, we will respond the next working day. Our goal is to minimise the risk of clients' personal information being exposed.

Any concerns about Data Protection or Confidentiality breaches should be expressed to the line manager, or Andrew Stodhart, WG's Data Protection Lead.

Key points from the data protection policy include:

- You must take appropriate steps to ensure the personal data you have is kept secure from loss or misuse. This includes electronic and paper records. See also section on IT above.
- You should take into account the expectations and awareness of the individuals before using their personal data in any particular way. Except in exceptional circumstances (which must be approved by us), you should not collect or use personal data unless the relevant individual has been informed about it. You must also follow the Wimbledon Guild's procedures for obtaining consent where required.
- There are particularly high risks when using sensitive information relating to physical or mental health, religious or political opinions, ethnic or racial origin, sexual life or criminal offences. You should therefore seek further guidance from your line manager before collecting or using this type of information.
- Individuals have rights in relation to use of their personal data. If any individual requests you provide information about what data we or you hold, or raises a concern with how their data is being used, please contact your line manager immediately.
- You must not retain any copies of personal data (including communications containing personal data) relating to your Wimbledon Guild activities when your volunteering role ends. Copies should be returned to the Wimbledon Guild or deleted (as we may direct) at the end of your role, or sooner if required by us. If you think you need to retain any personal data, then you should seek our approval.

Confidentiality and Data Protection Dos and Don'ts

- **Do** only use personal data for the purposes of your role as a volunteer, and as directed by Wimbledon Guild
- **Don't** share clients' personal details (address, phone number, etc.) with your next of kin without prior consent from your client.
- **Do** use your Wimbledon Guild assigned email address when corresponding with your line manager regarding your volunteer activities with your client, and anonymise your client's name.



- **Don't** include identifying information or sensitive information about your client in the email.
- **Do** contact your line manager or Data Protection Officer if you think a breach has happened. A data breach is a confirmed incident in which sensitive and confidential data has been accessed or disclosed in an unauthorised fashion.
- **Don't** collect, access, or use more personal data than you need as part of your role.

Our use of your personal data

The Wimbledon Guild collects and uses information relating to you in order to manage its relationship with you as a volunteer. This information includes name and contact details, information within volunteer application forms, communications with you, and records relating to you volunteering activities. It may include some sensitive personal data, including in relation to:

- Criminal convictions – see section on DBS checks below; and
- Health and disabilities. This is needed for health and safety purposes, and to assist us to make reasonable adjustments to assist you in your role. It is important you inform us if you suffer from any condition which may affect your ability to volunteer or that would put others at risk.

Additional information may be required depending on the nature of your volunteering activity.

The Wimbledon Guild also uses information about you for the purposes of personal safety, communicating with you, and for monitoring the impact of our services.

We may also collect and use information relating to you in order to undertake equal opportunities monitoring. This may include information about your health, or racial or ethnic origin.

We may also request that you provide contact details of a friend or family member whom we can contact in an emergency, and of referees for us to seek references. Please let these people know that you are passing their details to us to ensure they are comfortable with this.

Subject to obtaining your consent, we may contact you by email or telephone about the Wimbledon Guild's other activities and additional volunteering opportunities, and for related marketing and fundraising purposes. You may withdraw your consent at any time by contacting us using the contact details below.

We may share with our funders information about the profiles of our volunteers and case studies of our activities. However, we take steps to anonymise this information prior to disclosure.

You have the right to access a copy of personal data which we hold about you, for which a fee of £10 may be charged. If you would like to access your data or if you have any concerns or queries about how we use your personal data, please contact the Data Protection Officer at the Wimbledon Guild (30/32 Worple Road, Wimbledon, London SW19 4EF; telephone: 020 8739 0735; email: info@wimbledonguild.co.uk).

Further information about our use and disclosure of your data is also contained in our online data protection notice, which can be found on our website:

www.wimbledonguild.co.uk/privacy_policy.html



Risk assessments

All of our volunteer roles are risk assessed and volunteers are encouraged to engage with the risk assessment process. Your induction will cover all aspects of the risk assessment. Speak to your department manager for more details.

Complaints and concerns

The Wimbledon Guild recognises that there may be occasions when a volunteer may wish to express dissatisfaction with the level of service or support they have received. This is a positive opportunity for the Wimbledon Guild to improve our volunteer programme.

A complaint, in this context, is any expression of dissatisfaction whether justified or not. A volunteer may make a complaint if they feel we have:

- Failed to provide sufficient information or support
- Made a mistake in the way we have supported a volunteer
- Failed to act in a proper way.

Volunteers wishing to make a formal complaint should contact their line manager. If the complaint is regarding their line manager, the Volunteer Manager should be notified. Alternatively they can contact Wimbledon Guild by emailing info@wimbledonguild.co.uk or writing to: Wimbledon Guild of Social Welfare, Guild House, 30/32 Worple Road, London SW19 4EF and the complaint will be forwarded to the relevant Head of Department.

If the individual prefers to make a verbal complaint then the person receiving the call/speaking to the complainant will enter details on the 'Verbal Complaints Form'.

On receipt, complaints will be logged in the department's Complaints Log and allocated a unique reference number. Details will be emailed to the relevant Head of department (if another member of staff initially took the complaint). The Head of Department may nominate a designated investigator to be someone other than themselves.

Complaints will be acknowledged by the investigator within **two working days of receipt**. The complaint will be fully investigated and a written response, either hard copy or email, provided to the complainant by the investigator within **10 working days of receipt**. In exceptional circumstances where this deadline is not able to be met, the complainant will be advised of the reasons for this and notified of a revised date for response.

The department Complaints Log will be updated by the Head of Department.

Individuals will be advised that if they are not satisfied with the response to their complaint, they may appeal to the Chief Executive within **10 working days**. The Chief Executive will then carry out their own investigation and reply to the complainant within **10 working days**. In exceptional circumstances where this deadline is not able to be met, the complainant will be advised of the reasons for this and notified of a revised date for response.



Wimbledon Guild's Senior Management team will be notified of all complaints and all follow up actions. Wherever possible the data will be used to improve and develop Wimbledon Guild's services, activities and volunteering programme.

A copy of the Complaints Policy is available upon request from your line manager or the Volunteer Manager.

Lone Worker Policy

Some of our volunteering opportunities require lone working by volunteers who will only be allowed to proceed with their placement once the risk has been assessed.

During your induction, your manager will discuss contract arrangements with you and who to contact in an emergency, as well as any other particular safety measures that are in place within your department.

Introductory meetings with customers from the social welfare department will always be with a member of staff present. Whereas, counselling volunteers will work alone with clients after their induction, although there will be members of staff nearby.

Whilst guidance and support will be provided by the Wimbledon Guild at all times, volunteers need to take responsibility for their own safety when out and about.

Always notify a friend or family member of your whereabouts and always make sure you have your mobile phone with you.

At no time should you put your own safety or well-being at risk in order to act in what you believe to be the best interest of your customer.

Boundaries

Clearly identified boundaries are essential for several reasons:

- They protect both the volunteer and the customer by providing clarity about what is and is not acceptable behaviour.
- They give both parties greater confidence in opening up about sensitive issues, where otherwise they might feel vulnerable.
- They provide a clear framework so that participants can recognise when to stop and question what they are doing.

Do's and Don'ts

Do:

- Recognise your own personal boundaries
- Avoid getting into situations that could be misunderstood.
- Think before you say 'Yes'.
- Remember that the main focus of the relationship is the needs and progress of the other person.

Don't:

- Give out your personal telephone number or address.
- Take the other person to your own home.
- Become emotionally over-involved.
- Get involved in a sexual or intimate relationship.
- Accept any form of harassment/violence from the other person.
- Buy/accept expensive gifts or give money to/from the other person
- Lend money/material goods or ever borrow from the other person

If you are ever in doubt about a boundary issue, please speak to your line manager about it.

DBS checks

The Criminal Records Bureau (CRB) and the Independent Safeguarding Authority (ISA) have merged into the Disclosure and Barring Service (DBS). CRB checks are now called DBS checks.

This document outlines Wimbledon Guild's policy on the use of criminal record checks and the involvement of volunteers with criminal convictions or those who are barred from working with vulnerable groups.

This policy applies to all volunteers and will be made available at the outset of the recruitment process where a DBS will be required as part of the application process.

Why we do DBS checks?

Wimbledon Guild works with vulnerable groups including the elderly. Some roles such as befriending involve one to one support of vulnerable people. Other roles involve handling money and access to sensitive information. DBS checks form part of a wider safeguarding process at Wimbledon Guild which includes requesting two references and an interview for volunteers.

Who do we DBS check?

DBS checks are required by law for many of the volunteer roles at the Wimbledon Guild. For example, roles involving regular contact with vulnerable adults or handling money require a DBS check. For the most up to date information on legislation regarding DBS and who needs to be checked, the website: www.gov.uk/db is very useful.



Disclosing criminal convictions

It is the Wimbledon Guild's policy to require applicants to disclose unspent convictions as part of the volunteer application. For roles which require a DBS check, spent convictions should also be disclosed. This applies, for example, to roles involving work with vulnerable groups, positions of trust and work in sensitive areas.

The Wimbledon Guild is committed to the fair treatment of volunteers and will not discriminate unfairly against applicants with a criminal record. Having a criminal record will not necessarily bar an applicant from working or volunteering for the Wimbledon Guild; the nature of a disclosed conviction and its relevance to the post in question will be considered. This is with the exception of a person in a "regulated position" where they have been barred from working with vulnerable groups as it is a criminal offence. The relevance of the criminal conviction to the role will be determined by the appropriate member of the Wimbledon Guild staff. Members of staff will be informed on a strictly "need to know" basis.

Where will the information be stored?

The Wimbledon Guild uses the online service Atlantic Data DBS. Access to this service is password protected. No paper records of DBS checks are kept by the Wimbledon Guild. No DBS information is stored with the applicant's personal information on file.

Update service

As of July 17th 2013, DBS applicants in a volunteer role can join the update service for free. This allows a DBS certificate to be used with the applicant's consent for volunteering or paid work for another organisation for one year from the date of issue. You can join the update service as soon as you have your application form reference number. You can ask for the number when you apply for your DBS check.

Or you can join the update service with your certificate number when you receive your DBS certificate. If so, you must do so within 30 calendar days of the date of issue which is printed on the certificate. You can join the update service as soon as you have your application form reference number. You can ask for the number when you apply for your DBS check.

An applicant can sign up for the update service up to 14 days after submitting an application or receiving after your DBS certificate. Search online for "DBS update service". Volunteers may join the update service at their own discretion.

DBS procedure

- An identification check will be carried out by an appropriately trained member of staff.
- Original documents must be presented, no photocopies will be accepted.
- The DBS form must be completed online by the applicant. Assistance will be given by Wimbledon Guild staff if an applicant requests it.
- The completed application will be processed by Atlantic Data DBS.
- Applicants and the Wimbledon Guild will be informed of the results of the DBS check.



NB: An applicant may not carry out unsupervised tasks before the results of the DBS check have been received.

For more information on DBS checks, please refer to www.gov.uk/dbs or speak to the Volunteer Manager at the Wimbledon Guild.

Safeguarding Adults

According to the Care Act (2014): “Safeguarding means protecting an adult’s right to live in safety and free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and the experience of abuse and neglect, while at the same time making sure the adult’s wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.”

After reading through this document, you should be able to:

- Understand what safeguarding is and your role in safeguarding adults
- Recognise and adult potentially in need of safeguarding and take action
- Understand the procedure for making a safeguarding adults alert
- Recall policies, procedures and legislation that support safeguarding adults activity

Adults who could be at risk.

- 40 year old homeless man. Has diabetes and can appear drunk when low blood sugar. Unable to take care of himself.
- 75 year old man with mid-stages of dementia. Unable to take care of himself fully.
- 35 year old Polish woman with mental illness. Entitled to community care services, but chooses not to use them.
- 18 year old man with learning difficulties. Living with parents.
- 92 year old woman living independently. Very trusting of other people.

The main forms of abuse

Abuse of an adult includes:

Physical abuse

- Including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions

Sexual abuse

- Rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing, or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting

Psychological abuse

- Including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks

Financial or Material abuse

- Including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits

Neglect and acts of omission

- Including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating

Discriminatory abuse

- Including forms of harassment, slurs or similar treatment: because of race, gender and gender identity, age, disability, sexual orientation or religion

Organisational abuse

- Including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation

Domestic Violence

- Including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence

Modern Slavery

- Encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment

Self Neglect

- This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding

Wimbledon Guild's actions will be based on the following principles enshrined in the Care Act 2014:

1. Empowerment - presumption of person-led decisions and informed consent.
2. Prevention - it is better to take action before harm occurs.
3. Proportionality - proportionate and least intrusive response appropriate to the risk presented.
4. Protection - support and representation for those in greatest need.
5. Partnerships - local solutions through services working with their communities.
6. Accountability - accountability and transparency in delivering safeguarding.



Procedure in the event of vulnerable concerns

The first indication that should raise concern about an adult's welfare is not necessarily the presence of an injury. In the context of the Wimbledon Guild the most likely route to recognition is the disclosure of material facts by the clients. However, in the sections of the service where practitioners deal directly with adults, observations of the physical and emotional state may also lead to recognition. Bruises, scratches, bite marks, burns etc...Which should always be asked about, if observed.

In the event of any vulnerable adult concerns and queries, the following steps are to be undertaken -

1. **Contact your line manager within 24 hours to inform them of your concern.**
2. In the event you're unable to contact your direct manager contact staff in the following order:

Designated Safeguarding Officer:
Head of Talking Therapies – Georgina Hoare (Monday – Thursday)
ghoare@wimbledonguild.co.uk
Tel 020 8296 0030

Tel 020 8296 0030
Head of Welfare – Emma Aldridge (Monday – Thursday)
ealdrige@wimbledonguild.co.uk
Tel 020 8946 0735

Outreach Manager – Adelaide Rutaganira
arutaganira@wimbledonguild.co.uk
Tel 020 8946 0735

Head of Communications and Fundraising – Mark Williams
mwilliams@wimbledonguild.co.uk
Tel 020 8946 0735

3. Make a written record of all of your concerns and keep a copy of this documentation on the clients file. These notes are to be factual and not subjective.
4. Discuss with your manager and agree a course of action.

Welfare volunteers are not expected to take any further actions.

Counselling volunteers/trainees are expected to document in their ongoing notes any disclosures regarding safeguarding.