

## Creating a Safe Environment (Guidelines) for All Saints Luncheon Club

We wish to create an environment that is both safe and comfortable. We wish to create an environment where volunteers are encouraged and users views are taken into consideration .

### **The Building**

It is principally the duty of the PCC to ensure the following but it is the responsibility of us all to point out any problems etc.

The building should be warm, comfortable and well maintained with appropriate furniture and facilities.

### **There should be:**

1. No smoking in any part of the building – signs will be clearly displayed throughout the building
2. Policies, guidelines and procedures clearly displayed
3. Challenge of all unknown adults appearing on the premises
4. Insurance certificate clearly displayed
5. Fire/evacuation procedures and signs clearly displayed
6. Clear access to the Accident Book (luncheon club to have own)
7. Clear access to the first aid equipment (luncheon club to have own) A first aider on the premises.
8. Regular fire drills – see fire procedures
9. Risk Assessments
10. Attention given to ensure the safety of equipment and furniture when taking out, using and putting away, including equipment in the kitchen
11. Clear radiators, nothing should be put on the guards including coats
12. Care taken when opening windows
13. Care taken when using the fire door for access in and out of the building

### **A. Users**

1. The coordinator on duty will introduce themselves to new members by name, offer a membership form and explain the system
2. At every session a record of attendees and volunteers will be kept
3. All users can expect to be safe from physical and verbal abuse from volunteers and from other users
4. Any physical contact with users should be only on the users' terms and only within legal and professional boundaries
5. Physical comfort and mobility support should only be given with the consent of the user.
6. All users using the project can expect to be safe from oppressive and/or discriminatory comments/action/practice
7. All users with specific needs will receive appropriate support for their needs
8. Bullying will not be tolerated whether user to user, volunteers to user or volunteer to volunteer both on our premises and outside of our premises if brought to our attention.
9. If users are unhappy about the club and this cannot be resolved then they should be offered the complaints procedure
10. Volunteers should not give users any personal care (e.g toileting) except in special circumstances and in conjunction with a carer. Records should be made of these decisions

11. All user records should be kept securely and confidentially by a coordinator. They should only be shared with others with permission of the user or if Safeguarding is the issue.
12. Users should be consulted about the service including activities, food and trips on a regular basis and their views should be taken into consideration
13. Users should be involved in any review or evaluation of the service offered.

## B. Volunteers

1. If a volunteer is unhappy then they should refer to their volunteers policy to see what action they should take
2. All volunteers should receive appropriate policies which they should work within
3. Any communications with carers should only be done with the permission of the user unless there is a risk to the user and the Safeguarding Vulnerable Adults Policy applies, any issues about a user should only be dealt with in consultation with the coordinator .
4. All new volunteers will be given appropriate information to equip them in their role
5. Coordinators should inform each other of any incidents/issues through email – bearing in mind confidentiality and the Safeguarding Vulnerable Adults Policy
6. Volunteers are expected to treat users and other volunteers with respect
7. If volunteers are concerned that a user may be violent or under the influence of drink or drugs (non medical) they should be vigilant and inform the coordinator
8. Any serious incidents or any accidents should be recorded and reported to the coordinator
9. Only coordinators should keep any personal details, including the address or phone numbers of users (unless they are friends etc outside the club)
10. There should be no personal exchange of money between volunteers and users
11. Volunteers should not show any favouritism and treat everyone equally and fairly
12. Presents should not be given to users except with permission from the coordinator and in special circumstances
13. If a volunteer is given a present by a user then the coordinator should be informed
14. Any loans etc should be taken out of petty cash and an IOU record kept
15. There should be no inappropriate physical touching
16. When working in the luncheon club volunteers are expected to treat each other in a professional manner whatever their personal relationship may be
17. If lifts are given (special circumstances only) then the coordinator should be informed
18. A volunteers application form should be completed and a DBS check carried out for all volunteers
19. You have a duty to intervene if the vulnerable person is likely to cause damage to themselves or damage to others, taking into account your own personal safety – any such incidents should be recorded
20. If a user says that they 'will tell' i.e. make allegations against you, you must report it to the coordinator. Don't allow yourself to be manipulated, so don't 'hide and hope' that the allegation will just go away
21. Volunteers should not gossip about users or each other.

***If you are concerned about the safety of a user (on or off our premises) or if you are concerned about the safety of the actions of any other volunteer you should inform the coordinator who will talk to the Safeguarding Vulnerable Adults Coordinator***

### **C. E-Mail**

1. Issues of a confidential nature about users or volunteers should not be emailed unless password protected.

### **D. Photographs and Video**

Photographs include those taken by cameras and mobile phones.

1. If volunteers wish to take photographs and videos coordinators should give permission first and users should be asked for their permission.
2. If any one is commissioned to take photographs or videos users should be informed and allowed to opt out
3. Any photographs and videos will only be used for publicity and information purposes.
4. Volunteers are not permitted to use copies of photographs and video without permission of the coordinator.
5. Photographs should not be used in a way that identifies individual(s)  
**See Photograph and Filming and IT Policy**

### **E. Trips**

1. Full details of the event must be given out prior to the event
2. Only appropriate transport should be used, with consideration for those with disabilities
3. Appropriate First Aid should be available
4. Those with mobility issues should be supported
5. A risk assessment should be carried out
6. Full list of users and volunteers should be taken with emergency contact details and medical needs
7. Any activities should be appropriate, issues of disability should be considered for equal access and specialist tutors used if necessary.
8. Users should be consulted about the programme

### **F. The kitchen**

1. All volunteers should be extra vigilant of safety in the kitchen both for themselves and others and follow any guidance/advice or instructions given on notices etc
2. Volunteers should inform the a coordinator of any safety issues in the kitchen
3. Volunteers should ask for help if there are tasks they feel they can't do (e.g heavy lifting) and should help and support each other

### **Policies**

All volunteers are expected to work within the appropriate policies

If volunteers do not understand any of the policies they should ask one of the coordinators

The Policies are:

Safeguarding Vulnerable Adults  
Confidentiality

The Volunteers policy  
Health and Safety  
Equal Opportunities  
Drugs and Alcohol  
Smoking policy  
User Complaints  
Photograph and Filming and IT

In our policies:

- 'All Saints organisations' refers to the 5 members of the All Saints family
- 'Board' refers to the Boards, committees or legal entities that govern those All Saints organisation.
- 'Manager/leader' refers to people who are in charge of various activities across the All Saints organisations. They may be paid staff or volunteers.
- In these guidelines the Manager/leader is referred to as coordinator

