

CVS for Broxbourne & East Herts

Volunteer Handbook



Supporting the Voluntary and Community Sector in Broxbourne & East Herts

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*Community Voluntary Services (CVS) for Broxbourne and East Herts is a Registered
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INTRODUCTION

The policies and procedures outlined in this handbook establish the position of CVSBEH with respect to the working relationship between CVSBEH (the employer) and its employees and volunteers.

CVSBEH is committed to providing and supporting policies and procedures that enhance both the work experience of its employees and the learning experience of the participants, clients, volunteers and stakeholders it serves. It is important for employees and volunteers to understand their roles as members of the CVSBEH team, in order to have a productive working, volunteering and learning environment.

Changes in policy may be made from time to time to meet the operational needs of CVSBEH, as well as legislative requirements and, where possible timely notice of these changes will be provided to employees and volunteers.

Not every document is relevant to each team member due to the variety of roles within the organisation. This is a summary of the most relevant documents. Should you be looking for any other information and cannot find it here, please contact our Volunteer Coordinator.

INFORMATION FOR READER

The essential role of CVS for Broxbourne & East Herts (CVSBEH) is to support and promote the Voluntary and Community Sector in the Borough of Broxbourne and District of East Herts. For the purpose of this document, all projects and services are referred to as CVSBEH.

Where mention is made of 'team members' in the policies and procedures below, this refers to the operational team, i.e., staff and volunteers.

CHAIR'S WELCOME

On behalf of your colleagues at CVSBEH, may I welcome you to our organisation. We are here to serve and support the voluntary sector in and around Broxbourne and East Herts and have been doing so since 2007.

We believe that each employee and volunteer contributes directly to CVSBEH's growth and success and we hope you will take pride in being a member of our team.

We are sure that your experience here will be challenging, enjoyable, and rewarding.

Again, welcome!

Jan Wing
Chair, CVS for Broxbourne and East Herts.

A BRIEF HISTORY OF THE CVS FOR BROXBOURNE & EAST HERTS

CVS for Broxbourne & East Herts (CVSBEH) is an umbrella organisation providing advice, information and development support services to the voluntary and community sector of Broxbourne and East Herts district council areas.

CVSBEH had its origins within the Hoddesdon Voluntary Services Council and the Broxbourne Volunteer Bureau becoming known as the Broxbourne Voluntary Sector Development Agency (BVSDA) in 1997. From 2005 BVSDA services were extended into East Herts through a project known as East Herts VOCAL. This was achieved with funding from the Government's 'ChangeUp' programme. In May 2007, following a year of restructuring, BVSDA was dissolved and the CVS for Broxbourne and East Herts was established. In addition, Volunteer Centre Broxbourne (formerly part of BVSDA) became an independent incorporated Charity.

Services are delivered by a small staff team of paid and voluntary workers and the organisation is led by a Management Board, drawn from representatives of member groups. The past few years have seen significant growth in the range and depth of services CVSBEH provides and major achievements in organisational development. Careful planning, delivery and evaluation of services have secured our place in the community for many years to come. CVSBEH is a registered charity and a company limited by guarantee and currently operates from offices in Stanstead Abbots, Hertford and Waltham Cross. Further information on CVSBEH's services can be found at www.cvsbeh.org.uk



CVSBEH VALUES – Published 8th October 2018



Excellence

We will work to the best of our ability, supporting our colleagues, members, partners and communities to achieve their aims. As an organisation we will recognise opportunities for improving our performance for the benefit of the groups we support.

Respect

We show consideration and respect for those within our organisation and the community. We respect and value everyone. We recognise value in ourselves and others.

Integrity

We are honest, open, ethical, and fair. People trust us to adhere to our word. We take ownership and responsibility for our decisions, working to achieve the highest standards of performance.

Community

We will work passionately to make a positive social impact on our local communities and member organisations, whilst working professionally and supportively with our colleagues and partners.

CVSBEH VOLUNTEERING POLICY *

Introduction

The essential role of CVS for Broxbourne & East Herts (CVSBEH) is to support and promote the Voluntary and Community Sector in the Borough of Broxbourne and District of East Herts and deliver projects that enhance and improve residents' lives.

Aims of the Volunteering Policy:

- To set out the principles and working practices for voluntary involvement in CVSBEH and ensure that best practice is followed.
- To provide a reference document which cover all aspects of CVSBEH's relationship with volunteers for everyone who is concerned with recruiting, supporting, developing and managing volunteers and promoting voluntary activities.
- To ensure that volunteer involvement in CVSBEH is understood and accepted by paid staff, volunteers and committee members and there is clarity about why we involve volunteers.

We use the following definition for volunteering by the National Council for Voluntary Organisations (NCVO):

We define volunteering as any activity that involves spending time, unpaid, doing something that aims to benefit the environment or someone (individuals or groups) other than, or in addition to, close relatives. Central to this definition is the fact that volunteering must be a choice freely made by each individual.

This can include formal activity undertaken through public, private and voluntary organisations as well as informal community participation and social action.

Everyone has the right to volunteer and volunteering can have significant benefits for individuals.

Core values

- Everyone has the right to volunteer without experiencing discrimination and CVSBEH has a responsibility to treat volunteers fairly.
- Volunteering is a matter of free choice and there can be no compulsion to become a volunteer.
- Volunteering is a valuable and integral part of society and volunteers deserve support and recognition.
- Volunteers assist in effecting social change and improving quality of life, and play an essential role in alleviating the effects of poverty, ignorance, inequality and injustice.

CVSBEH recognises the unique and special contribution that volunteers make to society and in particular to the work of this organisation. Volunteer involvement in appropriate tasks and projects is welcomed as it has a positive effect on our services. Volunteers bring a variety of skills and a fresh perspective, adding value to all activities and supporting our sustainability. They have a unique role which is quite different from that of paid workers. They can offer time and passion to a particular project, cause or issue, and by involving volunteers CVSBEH is able to build stronger links with the community in which it works. Volunteers act as ambassadors, promoting the organisations activities and services.

CVSBEH:

- does not introduce volunteers to directly replace paid staff
- expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work
- recognises that volunteering is a two-way process, with volunteers giving their time to help, and in return gaining some benefits for themselves.

*template courtesy of Herts CIC (Community Interest Company)

How to volunteer for CVSBEH?

Step 1: Explore volunteering opportunities on our website:

<https://cvsbeh.org.uk/volunteer/>

Step 2: Get in contact with our Volunteer Coordinator to express your interest or ask any questions regarding volunteering: volunteering@cvsbeh.org.uk / 0300 123 1034. We endeavour to get back to you within five working days.

Step 3: Fill in an application form and send it to us. The forms can be found here

<https://cvsbeh.org.uk/volunteer/>

Step 4: We will contact you to have an informal conversation/meeting and arrange further steps (e.g., a DBS check, any documents required, etc.).

Step 5: When we have completed these four easy steps, you will receive an induction and any necessary documents and/or equipment and your CVSBEH volunteering journey can start. This process should take approximately two to four weeks depending on the volunteering role and checks required.

Our quality aspiration for Volunteer Management:

CVSBEH endeavours to covers 6 quality areas when involving volunteers in accordance with the *Investing in Volunteers / iIV* (www.investinginvolunteers.co.uk) quality standard for volunteer management:

Quality area 1: Vision for volunteering

Volunteering is embedded within the overall vision, values, culture and aims of the organisation and its impact is recognised and communicated.

- Volunteering is planned and reviewed in line with the organisation's vision, strategy, and values
- Volunteering is valued as part of the culture of the organisation and the benefits of volunteering are understood and communicated
- The impact of volunteering in contributing to organisation aims is understood and communicated
- Volunteer involvement is reflected in management, financial and resource planning

Quality area 2: Planning for volunteers

People, policies and procedures have been put in place to ensure that volunteering is well-managed.

- There are specific and proportionate systems and processes for volunteer involvement that are regularly reviewed
- Relevant people in the organisation are aware of systems and processes relating to volunteering and why they are important
- There are designated people responsible for volunteers and volunteering that have experiences, competencies and attributes for the role
- Systems are in place to ensure the management of risk, safeguarding, health and wellbeing and protection of volunteers, the organisation, and others

- There are problem solving procedures to deal with issues raised by or about volunteers
- Records of volunteer involvement are maintained in line with data protection

Quality area 3: Volunteer inclusion

There is a positive approach to inclusion, equity and diversity and a proactive approach to making volunteering accessible.

- The organisation is inclusive and managed in a way that encourages the involvement of and is welcoming to a wide range of people
- There is a proactive approach to increasing volunteer diversity, addressing under-representation, and including targeted groups as part of the organisation's inclusion, equity and diversity aims
- Information about volunteering opportunities is made as widely available as possible using a range of methods and there is active engagement with a diverse range of people
- Where possible there is a wide range of accessible opportunities that can be adapted throughout the volunteer's journey

Quality area 4: Recruiting and welcoming volunteers

It is easy for people to find out about opportunities, explore whether they are right for them, and get involved.

- People are clear about the opportunities available and the process to become involved
- Recruitment processes and checks are timely, fair, consistent, straightforward and appropriate
- Recruitment is a two-way process for volunteers to find out more and that considers how individual and organisational needs can be met
- Volunteers are provided with any necessary information, introduction and training for their role

Quality area 5: Supporting volunteers

Volunteers feel supported at all times, that they are part of the organisation and that their contribution makes a difference.

- Volunteers feel appropriately supported in their role and able to discuss all aspects of their volunteering
- Volunteers and everyone in the organisation who comes into contact with volunteers are clear about the scope of volunteer roles and what volunteers can expect from the organisation
- Volunteers have the opportunity to discuss how they are doing
- Volunteers have opportunities to express their views and ideas and to be involved in relevant decision making
- Volunteers feel there is good communication between themselves and the organisation
- There are systems for volunteers to have a positive and managed exit

Quality area 6: Valuing and developing volunteers

Volunteers are valued and there are opportunities for volunteers to develop and grow through their experience.

- Volunteers feel their contribution is meaningful and rewarding
- Volunteers feel valued by and part of the organisation
- The experiences, attributes and competencies that volunteers bring are recognised and they have opportunities to develop them
- Volunteers have the opportunity for connecting with and learning from other volunteers where appropriate
- Volunteers' future aspirations are supported where appropriate

CVSBEH HEALTH AND SAFETY STATEMENT

CVS Broxbourne & East Herts has both paid staff and volunteers who give their time freely.

This document is part of the employee's contract / volunteer agreement and is produced in requirement of the Health and Safety at Work etc. Act 1974. Section 2 (3). This policy works in line with all of our policies that are currently in place and has been implemented in line with the current COVID-19 pandemic as additional for the measures we have in place. We will continue to review this policy in line with government guidance as and when it is released.

Health & Safety is a major concern of CVSBEH as it not only allows us to look after the health and welfare of those working and volunteering for us but it also helps us to deliver a quality service. CVSBEH therefore expects all persons working for us, whether employees, volunteers, contractors or suppliers to give it the same importance. A safe workplace should be the aim for us all, especially during the COVID-19 pandemic.

The ultimate responsibility lies with the Chair of the Board of Trustees and it is his/her job to ensure that the health and safety policies are correct and are implemented and that sufficient funding is available to meet this aim. In turn, certain responsibilities have been delegated to officers to implement and monitor. Employees, volunteers, contractors and sub-contractors have responsibilities, too, as their actions or omissions may jeopardise the safety of others.

Therefore, CVSBEH expects, as a minimum, the following:

- To ensure that everyone gives priority to the health and safety and safeguarding of both others and ourselves.
- To assess the risks that may exist in the workplace and to stop such risks from becoming accidents. This assessment should be part of the daily routine. All staff, volunteers and room hirers on phased return to work or the buildings will be given a full induction of our new way of working.
- To ensure the necessary resources are available be they time, money, training or support.
- To report any accidents, safeguarding relations or suspected COVID-19 cases directly to their manager who will immediately contact the CO and Community Support Manager.

Chair of Trustees

CVSBEH FIRST AID

CVSBEH will endeavour to provide emergency aid training to each of its employees and volunteers.

A list of qualified first aiders will be displayed in the reception of each of its buildings together with the location of the first aid box and accident book.

The senior person in attendance will be designated as the **responsible person**. Their duties include ensuring the appropriate actions are taken

- to prevent a worsening of the situation
- to stabilise the casualty
- to seek medical aid if necessary

Where vehicles are used on official business, they are to carry a relevant first aid kit in line with BS 8559-2. Any items removed from the First Aid Kit must not be placed back in the kit.

First Aid in an emergency Booklet	1
Dressing - 10 x 18cm	1
Sterile Cleansing Wipes - Pk 10	1
Washproof plasters assorted - pk10	1
Nitrile Powder Free Gloves (Pair)	1
Revive Aid/ resusi aid	1
Burnshield® Dressing- 10 x 10cm	1
Tuff-Kut Scissors	1
Full Face Shield	1
Face Masks	4

All accidents and near misses are to be entered in the first aid book. (A near miss is an incident that could have resulted in damage to persons or equipment).

As per the COVID-19 Risk Assessment, the below guidelines now must be followed if a suspected case is within the building.

It is accepted that 2m social distancing cannot be maintained during the delivery of first aid, but physical contact should be kept to a minimum e.g., injured person to apply cold pack, wipe, plaster where able to do so.

Those administering first aid should wear PPE appropriate to the circumstances. Wash hands and ensure the affected area is cleaned upon completion.

First aid rooms can be very busy and are often small rooms. CVSBEH should make arrangements for only one person being treated in the first aid room at a time and allocate another room/area as a waiting/collection area.

Any items removed from the First Aid Box are not to be placed back even if not used. CVSBEH will ensure that contents of all boxes are checked weekly.

Additional PPE in place if required e.g., for intimate care, to be risk assessed and to be based on nature of task and level of contact (e.g., disposable apron, gloves, fluid resistant surgical mask and if there is a risk of splashing to the eyes, coughing, spitting, vomiting then eye protection should be worn).

Suspected Case of COVID-19 within a building

Go home immediately (if awaiting collection, isolate in a room behind a closed door, or an area at least 2m away from others, open a window for ventilation) and self-isolate.

Staff supervising the person while they await collection should wear PPE (a fluid resistant surgical mask) if a distance of 2m cannot be maintained.

If direct care is required then staff giving care to wear a fluid resistant surgical mask, disposable apron and gloves.

Areas occupied and equipment used by the affected person are to be thoroughly cleaned and disinfected, (see Public Health England (PHE) cleaning advice <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings>).

They must then follow the guidance on self-isolation and not return to volunteering until their period of self-isolation has been completed. All staff are aware of the COVID-19 Temporary changes to our workplace policies and procedures.

CVSBEH COVID-19 POLICY FOR STAFF & VOLUNTEERS

This policy sets down the health and safety arrangements for officers, managers, employees, volunteers, visitors and those in the care of CVS Broxbourne & East Herts. It covers all premises rented and schemes managed by CVSBEH.

Just as CVSBEH has a statutory duty of care under the Health and Safety Act, etc. 1974, and subsequent legislation, so do the employees and volunteers have a duty of care to themselves and others affected by their acts or omissions. This means that employees and volunteers must co-operate with the employer in complying with a statutory duty and new way of working as set out in the COVID-19 Risk Assessment.

No member of staff, volunteer or visitor is to carry out any activity that is likely to harm others and must follow strict guidance that is in place. Any action by an employee or volunteer that contravenes health and safety instructions or regulations will result in further action.

RESPONSIBILITIES

Trustees

The Trustees have strategic responsibility, but day to day running under the COVID-19 pandemic is delegated to the Chief Officer and Community Support Manager.

Chief Officer and Community Support Manager

The Chief Officer and Community Support Manager, on behalf of the Board, are responsible for the overall execution of the CVSBEH policy for COVID-19 and for setting up and monitoring measures and controls to enable the CVSBEH to comply with the duties and responsibilities placed upon it.

The Chief Officer and Community Support Manager are responsible for:

- the implementation of policy
- performance standards
- monitoring and auditing of safety management and reporting any significant facts to the Board
- health surveillance
- the provision of suitable and safe plant and equipment for use by trained and competent persons
- Ensuring that, as government legislation changes, the Risk Assessments are updated to reflect this
- Ensuring everyone is fully trained on new procedures within buildings and that they are followed
- ensuring no article or substance will be supplied for use at work unless safe and without risk to health (if they are potentially hazardous e.g., cleaning material, then their use will be controlled in accordance with the manufacturer's instructions)
- ensuring statutory regulations and non-statutory guidance (codes of practice etc.) are adhered to
- ensuring safe transport is provided for official journeys
- ensuring appropriate safeguarding and lone working policies remain in place and are fully appropriate in line with CVSBEH's commitment

CVSBEH is committed to the below as set out in their COVID-19 Risk Assessment:

- ✓ Welfare facilities will be provided to contain suitable levels of soap, hand sanitiser and paper towels
- ✓ Hand sanitiser will be provided at receptions and to be used by all people entering and exiting the building
- ✓ Signs will be displayed around all buildings, showing correct ways of handwashing, social distancing measures and our core principles of conduct
- ✓ Suitable and sufficient rubbish bins will be supplied
- ✓ Rooms will be ventilated at all times

Employees and Volunteers

All employees and volunteers have a duty to take reasonable care of the health and safety of themselves and others that may be affected by their acts or omissions at work, especially under the new COVID-19 Guidelines. This includes:

- correct use of work items and equipment provided following induction
- the correct application of any health and safety training
- co-operating with the CVSBEH to enable compliance with the current guidelines under COVID-19
- informing the Community Support Manager or Chief Officer without delay of any unsafe or dangerous work situations to include Safeguarding and COVID-19
- In the event that a member of staff or volunteer tests positive then they must self-isolate in line with the CVSBEH temporary changes to our workplace policies and procedures and inform their line or project manager before they are due to start work, or as soon as possible if that is not practical.

Visitors and hirers

All visitors and hirers have a duty to take reasonable care of the health and safety of themselves and others that may be affected by their acts or omissions. This includes:

- correct use of work items and equipment provided
- following the strict COVID-19 guidance provided
- the correct application of any health and safety training
- co-operating with CVSBEH management to enable compliance with the law on health and safety
- informing CVSBEH management with delegated responsibility without delay of any unsafe or dangerous situations
- providing Risk Assessments to the CVSBEH on how they are managing the space they use to match CVSBEH COVID-19 policies and plans

Transport including Community Car Scheme

No vehicle may be used on CVSBEH business unless sanctioned by the manager.

Vehicles used on official business must carry a relevant first aid kit in line with BS 8559- 2. All drivers and staff will now be given a pack containing items which are required for working under the COVID-19 regulations. This will include a facemask, which we recommend as an organisation, must be worn when meeting with members of the public.

Face masks and Testing

Facemasks are no longer a legal requirement under government guidelines in any setting within England. CVSBEH however understands that some staff and volunteers prefer to continue to wear masks and this is a personal choice. All rooms and shared vehicles are to be ventilated at all times when in use.

We encourage all employees and volunteers to maintain regular Lateral Flow Testing so we can identify employees and volunteers who are asymptomatic but could be passing COVID-19 to others. We will provide LFT tests.

We encourage all employees to take up the vaccination and to follow best practice as defined by the UK Health Security Agency (UKHSA) and the NHS.

CVSBEH FIRE PROCEDURE

On finding a fire, shout 'FIRE, FIRE, FIRE' and operate the nearest call alarm. Call or get somebody else to telephone for the Fire Services. Leave the building or area by the nearest exit, closing doors and windows - providing it does not put you at additional risk.

Do not return for personal belongings. You may put yourself and others at risk.

Employees, volunteers and hirers are responsible for the safe evacuation of their visitors. This now includes the safe distancing at allocated Fire Points for each building.

The muster point for an evacuation is

CVS Community Skills Hub (59 High Street Waltham Cross) – Outside Rona's and empty shop to the left for Ground Floor and End of Service Yard for Upstairs

Nigel Copping Community Building – At the Church Notice Board on opposite side of the road outside of Church – for large groups the church yard can be used

Hertford Skills and Learning Centre – Outside Natwest Bank

Hoe Lane garages building – Vet's car park

Bountagu Office – At South Way Muster point as indicated on the evacuation plan in office

Hub 83 – Car Park away from Building

All staff and volunteers are to report to the person in charge. No one is to re-enter the building until authorised by the Fire Brigade.

CVSBEH PROTECTION OF CHILDREN AND VULNERABLE ADULTS POLICY

Document approved by the CVSBEH Board of Trustees on: **November 2019**

This this policy will be updated by the Designated Safeguarding Person as and when updates occur and e-mailed to all staff and volunteers with shown changes. A full audit of this will be kept.

The Board of Trustees have agreed for this policy to be updated in line with Hertfordshire County Council (HCC) and Department for Education (DFE) recommendations by the Designated Safeguarding Lead and Chief Executive of CVSBEH.

INTRODUCTION

The Government believes that safeguarding is everybody's business with communities playing a part in preventing, detecting and reporting neglect and abuse.

The Children Act 2004 identifies a child as anyone under 18 years of age or anyone with learning difficulties who is under 25.

The Care Act 2014 policy objective is to prevent and reduce the risk of significant harm to vulnerable adults from abuse or exploitation, whilst supporting individuals in maintaining control over their lives and in making informed choices without coercion.

The Counter Terrorism and Security Act 2015 (Prevent Duty) See Separate Policy
Female Genital Mutilation Act 2003 (FGM) (Section 74, Serious Crime Act 2015)
Hertfordshire Safeguarding Children Board Inter-agency Child Protection and Safeguarding Children Procedures

Every Child Matters 2004

Working Together to Safeguard Children 2019

Mental Capacity Act (Amendment Act) 2019

Equality Act 2010

CVSBEH follows the procedures established by the Hertfordshire Safeguarding Child Partnership and Hertfordshire Adult Safeguarding Board, a guide to procedure and practice for all Partners in Hertfordshire working with children, adults and their families. <https://www.hertfordshire.gov.uk/services/Adult-social-services/Report-a-concern-about-an-adult/Hertfordshire-Safeguarding-Adults-Board/Hertfordshire-Safeguarding-Adults-Board.aspx>

All CVSBEH staff and volunteers have a responsibility to provide a safe environment in which children and adults can visit.

CVSBEH staff and volunteers are in some cases well placed to observe outward signs of abuse, changes in behaviour and failure to develop because they have daily contact with adults and/or children.

All CVSBEH staff will receive appropriate safeguarding children training (which is updated regularly – Hertfordshire Safeguarding Children Board advises every three years), so that they are knowledgeable and aware of their role in the early

recognition of the indicators of abuse or neglect and of the appropriate procedures to follow. In addition, all staff members should receive safeguarding and child protection updates (for example, via email, ebulletins and staff meetings), as required, but at least annually, to provide them with relevant skills and knowledge to safeguard children effectively.

TEMPORARY STAFF AND VOLUNTEERS WILL BE MADE AWARE OF THE SAFEGUARDING POLICIES AND PROCEDURES BY THE LINE OR PROJECT MANAGER - INCLUDING CHILD & VULNERABLE ADULT PROTECTION POLICY, POLICY ON DISCLOSURE & BARRING SERVICE CHECKS, PREVENT POLICY, PERSONAL SAFETY WHEN WORKING ALONE POLICY AND WHISTLEBLOWING

The policy will be reviewed annually by the Board of Trustees. It will be implemented through the CVSBEH induction and training programme, and as part of day-to-day practice. Compliance with the policy will be monitored by the Designated Senior Person and through staff performance measures.

CVSBEH recognises that when working with or having contact with children and vulnerable adults we have a responsibility to promote and safeguard their welfare.

Policy Statement

CVSBEH is committed to creating and maintaining the safest possible environment for children and vulnerable adults

We believe:

1. The safety and welfare of children and vulnerable adults should always be of paramount importance, whatever the circumstances.
2. That everyone with a role in working with children and vulnerable adults has a responsibility to safeguard and promote their welfare, whether paid or as a volunteer, particularly when it comes to protecting children and vulnerable adults from abuse, physical, sexual, psychological, financial, by neglect or acts of omission or discriminatory. In line with changes to the Working Together to Safeguard Children 2019.
3. Special care is needed in dealing with children and vulnerable adults whose age, inexperience, physical or mental state makes them particularly vulnerable to abuse.
4. Sufficient training must be made available to volunteers to provide them with the necessary knowledge to ensure safe care is always maintained.
5. All staff and volunteers, likely to have involvement of any sort with children or vulnerable adults, should be subject to a DBS check in line with our Safer Recruitment Policy.
6. A risk assessment should be undertaken prior to any activities involving children or vulnerable adults
7. CVSBEH also has ensured that its trustees are aware that they are responsible for ensuring that those benefiting from, or working with, their charity, are not harmed in any way through contact with it.

Responding to Allegations of Abuse

- It is not the responsibility of anyone working or volunteering for CVSBEH to take responsibility or to decide whether or not abuse has taken place.

However, there is a responsibility to act on any concerns through contact with the appropriate authorities.

- If you suspect that abuse may have taken place you must report concerns as soon as possible to the person directly responsible for your volunteering role, e.g., your project manager or, if this is not possible, to the Designated Safeguarding Person (DSP) **The Designated Safeguarding Lead is: Mrs Sarah Forbes 07487 245992 or 07900 533754 sarah@cvsbeh.org.uk**
- While it is the role of the DSP to make any referrals to the appropriate reporting board, if a child or adult is immediate danger or at risk of harm (e.g., concern that a family member might have plans to carry out FGM) a referral must be made immediately to Hertfordshire Safeguarding Boards and/or the police. This also applies if concerns relate to the DSP or Deputy in case of allegations. Where a referral has not been made by the DSP then they must be informed as soon as possible. The DSP will be responsible for referring allegations or suspicions of neglect or abuse to the statutory authorities. All concerns should be reported to Hertfordshire County Council (0300 123 4043 or 0300 123 4042).
- If a member of staff and/or volunteer in the course of their work discovers that an act of Female Genital Mutilation (FGM) appears to have been carried out on a girl under the age of 18, this must be reported to the police. (This is a mandatory reporting duty)
- Every effort should be made to ensure that confidentiality is maintained for all concerned.
- If a child or vulnerable adult discloses abuse,
 - Do not promise confidentiality
 - Take what is being said seriously and find out the facts
 - Listen to what is being said without displaying shock or disbelief
 - Make a written record (see record keeping)
 - Do not ask leading questions or carry out an investigation
 - Pass the information to the DSP or Deputy without delay
 - Tell the child or vulnerable adult what you have to do next
- Do not inform the alleged abuser about any suspicion of abuse or disclosure until advice has been given on this by the statutory agencies.
- All concerns, discussions and decisions made and the reason for these decisions should be recorded in writing. If in doubt about recording requirements staff should discuss with the DSP and/or their deputy.
- Dealing with a disclosure and safeguarding issues can be stressful. The member of staff/volunteer should therefore consider seeking support for him/herself and discuss this with the DSP.

For a complete copy of the CVSBEH Safeguarding Policies Manual please ask your Volunteer Coordinator.

CVSBEH PERSONAL SAFETY WHEN WORKING ALONE POLICIES & PROCEDURES

*Document approved by the CVSBEH Board of Trustees on: **November 2019***

Introduction

CVSBEH recognises that it has an obligation under the Health & Safety at Work Act 1974 and the Management of Health & Safety at Work Regulations 1999 for the health, safety and welfare at work of its employees. These responsibilities apply equally to staff who, for whatever reason, work alone.

CVSBEH is committed to:

- promoting and maintaining the health and safety of its employees, volunteers and visitors to its premises
- Minimising the risks associated with possible hazards at work.

CVSBEH recognises that this extends to the personal safety of employees and volunteers, especially when working alone, which includes working in rooms within CVSBEH venues and places of work as contracted by contracts, where other members of staff will be present.

CVSBEH'S Health and Safety Policy:

- Requires that employees and volunteers exercise care when carrying out tasks and should not put themselves or others at risk and at all times ensure that their safety is put before anyone else's.
- Should be read in conjunction with the principles and procedures below.

Principles

- The CVSBEH Board recognise that they have a duty of care to ensure that every reasonable step is taken to prevent injury and abuse to employees and volunteers caused by a member of the public in circumstances arising from their paid or unpaid work for CVSBEH.
- Injury and abuse may include actual physical assault, verbal abuse and threats, a threat with a weapon, and serious or persistent harassment (including e.g., racial or sexual harassment).
- The Board is responsible for ensuring that all members of staff are aware of this policy and of the need to minimise the risks when working alone. This includes them all being aware of Risk Assessments required which will, 1 – Look for Hazards, 2 – Calculate the Risk, 3 – Reduce the Risk.
- The Chief Officer of CVSBEH is responsible for ensuring that any other employees and all volunteers working on their projects are aware of this policy and of the need to minimise the risks when working alone.
- CVSBEH recognises the importance of training employees and volunteers in the prevention and management of risks to personal safety and encourages its key staff in particular to attend relevant training courses.
- CVSBEH encourages and supports efforts to improve existing arrangements for the security and personal safety of its employees and volunteers, e.g., locking of doors, providing personal alarms/mobile phones, setting up a call-back or 'buddy' system and ensuring that all appointments are entered in the

office diary. CVSBEH also has a list of codes (below) which are used for all workers out of the office or alone in CVSBEH venues or contracted venues.

- Employees and volunteers have a responsibility not to put themselves, their colleagues or the workplace in danger. Provided they act in good faith, they will be supported by CVSBEH in relation to any consequences that might arise from any incident occurring during their paid or unpaid work. However, employees and volunteers who act in a violent manner during the course of an incident should be aware of exposing themselves to potential criminal and civil proceedings.
- Where there is sufficient evidence, CVSBEH will fully support employees and volunteers in their prosecution of any member of the public who has abused, threatened or assaulted them in circumstances arising out of the course of their paid or unpaid work.

CVSBEH also holds a SERIOUS INCIDENT MANAGEMENT REPORT. This form needs to be completed in the Event of any of the below.

- Physical Aggression
- Verbal Aggression
- Theft, Loss or Damage
- Self-Harm or Substance Abuse
- Environmental problem
- Medical Problem
- Community Incident
- Accident or Injury

The DSP or Deputy DSP in their absence should be contacted immediately in the event of any of the above so that this form can be completed and passed to the relevant people within the CVS Organisation.

Procedures for minimising risk when working alone

- Employees and volunteers should ensure that they let someone (e.g., a colleague, relative, and friend) know their itinerary for the day including whom they are meeting, when and where. It should also be recorded on the office board and/or their online diary. This must be kept up to date at all times.
- Employees and volunteers should familiarise themselves with the arrangements for security and personal safety at the venues where they work – particularly when working in an outreach location. Risk Assessments of all outreach areas should be completed and copies should be held on the central shared drive for CVSBEH.
- In any room or building, employees and volunteers should be aware of the routes of exit, any door locks or codes, and methods of raising the alarm. In all cases Risk Assessments of areas should be in place and staff should familiarise themselves with these via their line managers.
- Employees and volunteers should know how to contact sources of help, e.g., line managers, the police.
- Employees and volunteers should not tell members of the public that they are working alone, either by telephone, email or face-to-face.
- When working alone in the Waltham Cross office, employees should use the safety chain on the door to inhibit entry by strangers.

- Before making a home visit, employees and volunteers should consider whether this is a safe venue. They may consider accompanied home visits or relocating the visit to a public place where assistance can be obtained from other people.
- Before you make any client visits, routes must be planned in advance. In event of cold weather staff and volunteers must ensure that the correct equipment is in your vehicle.
- If you are visiting a client's home, then a doorstep check must be completed. A conversation must be held, you will need to ascertain the situation before going inside, i.e., Dogs, Drugs, Drink or Domestic Violence.
- Further guidance is available from the Suzy Lamplugh Trust – www.suzylamplugh.org

Procedures in the event of an incident

- If an incident causes physical injury, action should be taken according to the First aid/Accident procedures section of the Health and Safety Policy.
- Any incidents however minor should be immediately reported to and investigated by the appropriate line manager.
- All incidents and accidents should be recorded in the appropriate section of the Accident Record Book and reported to the next Board meeting.
- Employees and volunteers directly or indirectly involved in or witnessing an incident should have access to advice, support and counselling.
- Everything must be recorded, as much information as possible must be given.

For a complete copy of the CVSBEH Safeguarding Policies Manual please ask your Volunteer Coordinator.

CVSBEH EQUAL OPPORTUNITIES POLICY

Equality & Diversity

CVSBEH does not condone or accept discrimination in any way against any person that has a Protected Characteristic. It also does not condone or accept discrimination in any way against any person that associates with someone with a Protected Characteristic.

The 9 Protected Characteristics are: gender, race or ethnicity, age, disability, sexual orientation, gender re-assignment, religion or belief, marriage or civil partnership and pregnancy & maternity. This also extends to people who may have a criminal or prison record, a history of alcohol or substance misuse, a history of illness or be marginalised/stigmatised in any manner whatsoever.

CVSBEH also recognises that an individual may have more than one Protected Characteristic.

CVSBEH will work towards ensuring that its services are readily available to all people living within the Borough of Broxbourne and District of East Herts.

CVSBEH is dedicated to developing its services to provide appropriate support for individuals and for both statutory and non-statutory organisations.

CVSBEH Policy Statement on Equality & Diversity in Employment Procedure

CVSBEH aims to be fully committed to Equality and Diversity issues as a responsible employer and will ensure that no job applicant, employee, volunteer or Board member, or indeed anyone working on behalf of CVSBEH, receives less favourable treatment on the grounds of gender, race or ethnicity, age, disability, sexual orientation, gender re-assignment, religion or belief, marriage or civil partnership and pregnancy & maternity. Selection criteria and procedures are regularly reviewed to ensure that individuals are treated on the basis of their relevant merits and abilities. All employees and volunteers (including Board members) will be given equal opportunity and access to training to enable them to progress both within and outside the organisation. This organisation is committed to a programme of action to make this policy effective and will bring it to the attention of all employees and volunteers.

All employees and volunteers have a legal and moral obligation not to discriminate and to report incidents of discrimination against any individual or group of individuals. Any worker found to be practising discrimination will face disciplinary proceedings in accordance with CVSBEH's Grievance procedure policy entitled "Conduct at Work".

This statement is designed to avoid discrimination and is in accordance with the Human Rights Act 1998 and its underlying principles.

CVSBEH POLICY STATEMENT ON THE RECRUITMENT OF EX-OFFENDERS

1. As an organisation using the Disclosure & Barring Service (DBS) Disclosure service to assess applicants' suitability for positions of trust, CVSBEH complies fully with the DBS Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.
2. Having a criminal record will not necessarily bar you from working or volunteering with us. This will depend on the nature of the job or role and the circumstances and background of your offences.
3. We ensure that all those in CVSBEH who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. We also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974.

CVSBEH's Practice:

1. A Disclosure is requested only after a thorough risk assessment has indicated it is appropriate and relevant to the job or volunteering role. For those jobs or roles where a Disclosure is required, all application forms and recruitment briefs will contain a statement that a Disclosure will be requested.
2. Unless the nature of the position allows CVSBEH to ask questions about your entire criminal record, we ask only about "unspent" convictions as defined in the Rehabilitation of Offenders Act 1974.
3. Where a Disclosure is to form part of the recruitment process, all applicants called for interview will be expected to provide details of their criminal record at an early stage in the application process. We request that this information is sent under separate, confidential cover, to a designated person within CVSBEH and we guarantee that this information is seen only by those who need to see it as part of the recruitment process. Any Disclosure will not necessarily preclude employment or volunteering.
4. At an interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment or volunteering, or dismissal if employment or volunteering has already begun.
5. We make every subject of a DBS Disclosure aware of the existence of the DBS Code of Practice and will provide a copy on request.
6. We undertake to discuss any matter revealed in a Disclosure with the candidate seeking the job or volunteering role before deciding if they are still suitable.

CVSBEH DATA PROTECTION POLICY SUMMARY

The complete document can be requested from the Volunteer Coordinator
volunteering@cvsbeh.org.uk

The Data Protection Act 2018

The Data Protection Act 2018 (DPA) which is the UK's implementation of the United Kingdom's General Data Protection Regulation 2018 (GDPR) is one of the most significant pieces of legislation affecting the way that CVSBEH carries out its information processing activities. Significant fines are applicable if a breach is deemed to have occurred under the DPA, which is designed to protect the personal data of citizens of the United Kingdom. It is CVSBEH's policy to ensure that our compliance with the DPA and other relevant legislation is clear and demonstrable at all times.

There are six alternative ways in which the lawfulness of a specific case of processing of personal data may be established under the GDPR. It is CVSBEH's policy to identify the appropriate basis for processing and to document it, in accordance with the Regulation. The options are described in brief in the following sections.

Consent

Unless it is necessary for a reason allowable in the GDPR, CVSBEH will always obtain explicit consent from a data subject to collect and process their data. CVSBEH will seek consent from parents where the Data Subject is under 18 when taking photos and video footage. The age of consent under the DPA for ISS (online services) is 13. Transparent information about our usage of their personal data will be provided to data subjects at the time that consent is obtained and their rights with regard to their data explained, such as the right to withdraw consent. This information will be provided in an accessible form, written in clear language and free of charge in a privacy notice or statement.

If the personal data are not obtained directly from the data subject, then this information will be provided to the data subject within a reasonable period after the data are obtained and definitely within one month.

Performance of a Contract

Where the personal data collected and processed are required to fulfil a contract with the data subject, explicit consent is not required. This will often be the case where the contract cannot be completed without the personal data in question e.g., a venue cannot be hired out without collecting certain details.

Legal Obligation

If the personal data is required to be collected and processed in order to comply with the law, then explicit consent is not required. This may be the case for some data related to employment and taxation for example, and for many areas addressed by the public sector.

Vital Interests of the Data Subject

In a case where the personal data are required to protect the vital interests of the data subject or of another natural person, then this may be used as the lawful basis of the processing. CVSBEH will retain reasonable, documented evidence that this is the case, whenever this reason is used as the lawful basis of the processing of personal data. As an example, this may be used in aspects of social care, particularly in the public sector.

Task Carried Out in the Public Interest

Where CVSBEH needs to perform a task that it believes is in the public interest or as part of an official duty then the data subject's consent will not be requested. The assessment of the public interest or official duty will be documented and made available as evidence where required.

Legitimate Interests

If the processing of specific personal data is in the legitimate interests of CVSBEH and is judged not to affect the rights and freedoms of the data subject in a significant way, then this may be defined as the lawful reason for the processing. Again, the reasoning behind this view will be documented.

Special Category Data

In order for CVSBEH to lawfully process special category data, both a lawful basis under Article 6 and a separate condition for processing special category data under Article 9 must be identified. These do not have to be linked and are listed in Article 9(2) of the GDPR. The DPA has also added additional conditions to certain bases which can be found within the Act

<http://www.legislation.gov.uk/ukpga/2018/12/part/2/chapter/2/crossheading/special-categories-of-personal-data>:

A defined role of Data Protection Officer (DPO) is required under the GDPR if an organisation is a public authority, if it performs large scale monitoring or if it processes particularly sensitive types of data on a large scale. The DPO is required to have an appropriate level of knowledge and can either be an in-house resource or outsourced to an appropriate service provider.

Sarah Forbes / sarah@cvsbeh.org.uk / 07487 245992

CVSBEH BRIBERY POLICY

CVSBEH is committed to applying the highest standards of ethical conduct and integrity in its business activities. Every employee and individual acting on the CVSBEH's behalf is responsible for maintaining CVSBEH'S reputation and for conducting all business within its partnerships honestly and professionally. CVSBEH does not tolerate any form of bribery, whether direct or indirect, by, or of, its employees, officers, volunteers, agents or consultants or any persons or companies acting for it or on its behalf. The management and Trustees are committed to implementing and enforcing effective systems throughout the Charity to prevent, monitor and eliminate bribery, in accordance with the Bribery Act 2010.

Definition

A bribe is a financial advantage or other reward that is offered to, given to, or received by an individual or company (whether directly or indirectly) to induce or influence that individual or company to perform corporate functions or duties improperly.

Example

An example of a bribe is an employee or volunteer being offered a payment or a favour from a partner organisation in order to influence that employee or volunteer to provide preferential services to the partner organisation that fell outside the existing partnership agreement. Employees and others acting for or on behalf of the CVSBEH are strictly prohibited from making, soliciting or receiving any bribes or unauthorised payments. As part of its anti-bribery measures, CVSBEH is committed to transparent, proportionate, reasonable and bona fide hospitality and promotional expenditure. Such expenditure must be authorised in advance by the Chief Executive.

Sanctions for Breaching this Policy

A breach of the CVSBEH's anti-bribery policy by an employee will be treated as grounds for disciplinary action, which may result in a finding of gross misconduct, and immediate dismissal. Employees and other individuals acting for CVSBEH should note that bribery is a criminal offence that may result in up to 10 years' imprisonment and/or an unlimited fine for the individual and an unlimited fine for the CVSBEH. CVSBEH will not conduct business with service providers, agents or representatives that do not support their anti-bribery objectives. CVSBEH reserves the right to terminate its contractual arrangements with any third parties acting for, or on behalf of, CVSBEH with immediate effect where there is evidence that they have committed acts of bribery.

Whistle-blowing

The success of the CVSBEH's anti-bribery measures depends on all employees, and those acting for the CVSBEH, playing their part in helping to detect and eradicate bribery. Therefore, all employees and others acting for, or on behalf of, CVSBEH are encouraged to report any suspected bribery. CVSBEH will support any individuals who make such a report, provided that it is made in good faith. Employees may disclose instances of Bribery or corruption using the Whistle-Blower procedure found in this handbook.

CVSBEH WHISTLEBLOWER POLICY

Introduction

The Public Interest Disclosure Act 1998 came into force in July 1999. It provides protection against victimisation and dismissal for workers who, in good faith, voice their concerns about serious malpractice within an organisation. (Examples of “Malpractice” include: financial impropriety or fraud, failure to comply with a legal obligation or statute, risk to health or safety or the environment, criminal behaviour, bullying or attempts to conceal any of these things.)

Qualifying disclosures are disclosures of information where the worker or volunteer reasonably believes (and it is in the public interest) that one or more of the following matters is either happening, has taken place, or is likely to happen in the future.

- A criminal offence
- The breach of a legal obligation
- A miscarriage of justice
- A danger to the Health and Safety of any individual
- Damage to the environment
- Deliberate attempt to conceal any of the above

Policy Statement

CVSBEH is committed to the highest standards of quality, probity, openness and accountability, as laid out in its policy documents. CVSBEH knows that it cannot expect staff to practice higher standards than those which the organisation itself applies. If concerns are reported by staff or volunteer, CVSBEH will take such concerns seriously. If, on investigating those concerns, we find a problem, we will always take whatever action is appropriate in the circumstances. In particular, we will pursue fraud and serious abuse as vigorously as possible through the disciplinary procedure and/or, if necessary, through the courts. Fraud and other potentially criminal activity may also be reported to the police.

No director, officer, employee or volunteer who in good faith reports their concerns shall suffer harassment, retaliation or adverse employment consequence. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment. This Whistleblower Policy is intended to encourage and enable employees and others to raise serious concerns within the organisation prior to seeking resolution outside the organisation.

CVSBEH will endeavour to make sure that all members of staff know what is expected of them and what practices are regarded as unacceptable. If any employee or volunteer is uncertain as to what is expected of him/her or of any other member of staff in any given situation, he/she should discuss the matter with his/her line manager.

Procedure

CVSBEH encourages staff and volunteers to come forward with any concerns at an early stage and before problems have a chance to become serious. Concerns may be raised orally or in writing and should include full details and, if possible, supporting evidence. The employee/volunteer must state that he/she is using the

Whistleblowing Policy and specify whether he/she wishes his/her identity to be kept confidential.

It is important that CVSBEH's organisational confidentiality is respected and that, wherever possible, issues are raised internally first with the employee's line manager.

If for some reason the employee/volunteer is not comfortable addressing the issue to their line manager, he/she should speak/write to the Chief Officer. Where appropriate staff may speak to these people directly and ask for a confidential meeting.

If a concern is raised which relates to the Chief Officer, this should be passed to the Chair of the Board of Trustees.

All such contacts will be treated in confidence: that means that the identity of the staff member/volunteer reporting the concern will not be disclosed unless CVSBEH is required to do so – for example by a court or tribunal; if in other circumstances the concern cannot be addressed without revealing the staff member or volunteer's identity, the manager will discuss with them whether and how to proceed.

CVSBEH recognises that it is never easy to report a concern, particularly one that may relate to an allegation of fraud, corruption and/or malpractice. If staff so wish CVSBEH is happy for them to be supported by a colleague when reporting a concern.

CVSBEH's Response to a Report

If a member of staff or volunteer reports a concern, CVSBEH will look into it carefully and thoroughly. CVSBEH has to maintain a balance between acting on concerns genuinely held by a member of staff/volunteer and ensuring that those alleged to have been involved in malpractice are treated fairly. If someone is potentially being accused of misconduct, CVSBEH must give that employee the opportunity to put their side of the story.

The line manager must inform the Chief Officer of the nature of the concern in order for investigation to proceed appropriately and to allow for consideration of the need to involve (for example) members of the Trustee Board, or external authorities.

The investigative steps are as follows:

- Full details and clarifications of the complaint should be obtained.
- The investigating officer should inform the member of staff against whom the complaint is made as soon as is practically possible. The member of staff will be informed of their right to be accompanied by a trade union or other representative at any future interview or hearing held under the provision of these procedures.
- The investigating officer should consider the involvement of the Trustees or external authorities such as (in the case of alleged criminal activity) the Police.
- The allegations should be fully investigated by the investigating officer with the assistance where appropriate, of other individuals / bodies.
- A judgement concerning the complaint and validity of the complaint will be made by the investigating officer. This judgement will be detailed in a written report containing the findings of the investigations and reasons for the

judgement. The report will be passed to the Chief Executive or Chair as appropriate.

- The Chief Executive / Chair will decide what action to take. If the complaint is shown to be justified, then they will invoke the disciplinary or other appropriate Company procedures.
- The complainant should be kept informed of the progress of the investigations and, if appropriate, of the final outcome.

Once CVSBEH has investigated the reported concerns it will take appropriate action; this may include use of the disciplinary procedure and/or reporting the findings of its investigation to an external agency such as the Police. If the member of staff who reports the concerns so requests CVSBEH will, whenever possible, inform them (in writing) of the results of its investigations and of any action proposed; however, such information may need to be withheld if this protects the confidentiality of other staff. However a full record of evidence will be kept on file.

If the staff member/volunteer who raised the concern is not satisfied that their concern has been properly addressed they have the right to make a written request to the Chair for it to be raised with the Human Resources sub-committee.

CVSBEH POLICY TO SUPPORT THE PREVENTION OF EXTREMISM AND RADICALISATION (PREVENT)

Introduction

The current threat from Terrorism and Extremism in the United Kingdom is real and severe and can involve the exploitation of vulnerable people, including children, young people and vulnerable adults.

The Governments PREVENT agenda

- AQ inspired or influenced groups
- Extreme Right Wing
- Irish Related Terrorism
- Extreme Left Wing
- Animal Rights/Anti 'Other' Groups
- Defence Leagues
- Lone Actor

This policy is designed to provide a clear framework to structure and inform our response to safeguarding concerns for those who may be vulnerable to the messages of extremism. In addition, it provides details of the local inter agency process and expectations in identifying appropriate interventions based on the threshold of need and intervention model and the Channel process.

Radicalisation is defined as the process by which people come to support terrorism and extremism and, in some cases, to then participate in terrorist groups. **Extremism** or vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. We also include in our definition of extremism calls for the death of members of our armed forces, whether in this country or overseas (HM Government Prevent Strategy 2011)

Equality, Diversity and Community Cohesion

CVSBEH aims to guide all of our staff members and volunteers to understand others, to promote common values and to value diversity, to promote awareness of human rights and of the responsibility to uphold and defend them, and to develop the skills of participation and responsible action.

We aim to encourage working towards a society in with a common vision and sense of belonging by all. Communities; a society in which the diversity of people's backgrounds and circumstances is appreciated and valued; a society in which similar life opportunities are available to all; and a society in which strong and positive relationships exist and continue to be developed in the workplace, in schools and in the wide community.

National Guidance and Strategies

PREVENT is a key part of the Governments strategy to stop people becoming terrorists or supporting terrorism. Early intervention is at the heart of PREVENT in diverting people away from being drawn into terrorist activity. PREVENT happens before any criminal activity takes place. It is about recognizing, supporting and protecting people who may be susceptible to radicalization. The PREVENT Strategy objectives are:

- **Ideology** – respond to the ideological challenge of terrorism and the threat we face from those who promote it
- **Individuals** – prevent people from being drawn into terrorism and ensure that they are given appropriate advice and support
- **Institutions** – work sectors and institutions where there are risks of radicalization which we need to address

All staff and volunteers should have an awareness of the PREVENT agenda and the various forms that radicalization takes in being able to recognize signs and indicators of concern and respond appropriately.

Vulnerability/Risk Indicators

The following lists are not exhaustive and all or none may be present in individual cases of concern. Nor does it mean that vulnerable people experiencing these factors are automatically at risk of exploitation for the purposes of extremism. The accepted view is that a complex relationship between various aspects of an individual's identity determines their vulnerability to extremism.

There is no such thing as a 'typical extremist' and those involved in extremism come from a range of backgrounds and experiences. The following indicators may help to identify factors that suggest a person or their family may be vulnerable or involved with extremism.

- **Identity Crisis** – Distance from cultural/religious heritage and uncomfortable with their place in the society around them.
- **Personal Crisis** – Family tensions; sense of isolation; adolescence; low self-esteem; disassociation from existing friendship group and becoming involved with a new and different group of friends; searching for answers to questions about identity, faith and belonging.
- **Personal Circumstances**- Migration; local community tensions; events affecting country or region of origin; alienation from UK values; having a sense of grievance that is triggered by personal experience of racism or discrimination or aspects of Government policy.
- **Unmet Aspirations** – Perceptions of injustice; feeling of failure; rejection of civic life.
- **Criminality** – Experiences of imprisonment; poor resettlement/reintegration, previous involvement with criminal groups.

Access to extremist influences

- Reason to believe that the young person associates with those known to be involved in extremism
- Possession or distribution of extremist literature/other media material likely to incite racial/religious hatred or acts of violence
- Use of closed network groups via electronic media for the purpose of extremist activity

Experiences, behaviours and influences

- Experience of peer, social, family or faith group rejection
- International events in areas of conflict and civil unrest have had a personal impact on the person resulting in a noticeable change in behaviour
- Verbal or written support of terrorist attacks
- First-hand experience of racial or religious hate crime

- Extended periods of travel to international locations known to be associated with extremism
- Evidence of fraudulent identity/use of documents to support this
- Experience if disadvantaged, discrimination or social exclusion
- History of criminal activity
- Pending a decision on their immigration/national status

More critical risk factors include

- Being in contact with extremist recruiters
- Articulating support for extremist causes or leaders
- Accessing extremist websites, especially those with a social networking element
- Possessing extremist literature
- Justifying the use of violence to solve societal issues
- Joining extremist organisations
- Significant changes to appearance/behaviour

Referral and Intervention Process

Any identified concerns as the result of observed behaviour or reports of conversations to suggest that a person supports terrorism and/or extremism, must be reported to the named Designated Safeguarding Person or their deputy in the case of the BBO project immediately and no later by the end of the working day.

Channel Referral Process

CVSBEH recognize that some concerns which have been identified may have a security dimension to them. For this reason, it is important that liaison with the police forms an early part of all investigations. Hertfordshire Police will carry out an initial assessment and, if appropriate, set up a multi-agency meeting to agree actions for supporting the individual. If it is deemed that there are no concerns around radicalization, appropriate and targeted support will be considered for the person.

In Hertfordshire Police the contacts are as set out below

Channel Panel – Multi Agency Group

Dedicated Prevent Engagement Officers – DC Emma Maxwell and Stephanie Frankish

Hertfordshire PREVENT Sergeant – PS Paul Harris

Our Designated Safeguarding Person (DSP) is:

Sarah Forbes 07487 245992/07900 533754

Deputy Designated Safeguarding Person is:

Ian Richardson 0300 123 1034

CVSBEH COMPLAINTS PROCEDURE

Are you unhappy with the way CVSBEH operates or treats you?

CVSBEH recognise that from time to time there may be occasions when volunteers feel that the quality or level of service provided falls short of what they could reasonably expect. The goodwill and support of all stakeholders is valued and if, therefore, you have a complaint to make we would like you to tell us about it.

We encourage all volunteers to try and resolve conflict at an early stage by speaking to their project or team manager as soon as a problem arises. CVSBEH endeavours to keep up regular communication to enable good communication and opportunities to raise concerns. We endeavour to have an environment that enables constructive feedback and open communication.

What you can do!

- Discuss the matter with the relevant team manager and ask for a copy of the Complaints Procedure;
- If you are not satisfied, put your complaint in writing to the Team Manager;
- If you are not satisfied the Team Manager's response, put your complaint in writing to the Chief Officer;
- If you are not satisfied with the response, ask the Chief Officer for a formal meeting with a CVSBEH Trustee;
- If you are not satisfied with the outcome of the meeting, ask the Chief Officer for an "Appeal Hearing" with independent Members of the CVSBEH Board of Trustees.