

# Warwickshire County Council Volunteers Induction Programme



# Things we need to mention

Timing

So are you all sitting comfortably .....

Parking

Toilets

Break

**Let's begin!**

Fire Alarm

Confidentiality

Phones

# Welcome and Thank You

My name is Monica Fogarty and I am the Managing Director of Warwickshire County Council.

I would like to welcome you to Warwickshire County Council and hope you enjoy your induction programme today.

I also wanted to say thank you for volunteering and for supporting your local community. Your enthusiasm and support is greatly appreciated along with the donation of your time, knowledge and experience which helps us in delivering services to the people of Warwickshire.

Whatever your role, we want you to be clear about what you are doing and confident to do it. We will help you to develop your skills, to progress if you choose to, and to enjoy your time as a volunteer. I look forward to hearing more about your experiences.



Difference doesn't matter.  
Understanding does.



# Equality and Diversity Act 2010

We recognise and value the rich diversity that people with different backgrounds and experiences bring to our work. We therefore want to attract volunteers from all backgrounds.

We strongly believe that all volunteers, paid staff and the people we work with deserve to be treated fairly and with respect.

The Equality Act 2010 makes it illegal to discriminate on the grounds of a number of things which we will look at in more detail now

# Equality and Diversity Act 2010



## Disability

A person has a disability if they have a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.

This means that many impairments/health conditions fall within the category of disability - for example, mobility impairments, sensory impairments, HIV, Cancer, Multiple Sclerosis, Epilepsy, fluctuating or progressive conditions, mental health problems, conditions on the Autistic Spectrum and learning difficulties.

# Equality and Diversity Act 2010



## Age

Where this is referred to, it refers to a person belonging to a particular age (for example, 32 year olds) or range of ages (for example, 18 - 30 year olds)

# Equality and Diversity Act 2010



## Gender reassignment

Gender reassignment is the process of transitioning from one gender to another. People who have undergone or propose to undergo gender reassignment sometimes refer to themselves as 'transgender'.

People who are proposing to, are undergoing or have undergone gender reassignment are protected under the law regardless of which stage of transition they are in, or whether their transition is under medical supervision.

# Equality and Diversity Act 2010



## Race

The protected characteristic of race refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.



# Equality and Diversity Act 2010



## Religion or belief

'Religion' generally refers to the wide range of recognised and widely practised faiths that are in existence across the globe today. 'Belief' refers to philosophical beliefs such as humanism. It also covers lack of belief, such as atheism.

The Equality Act does not list recognised beliefs but generally a belief should affect the individual's life choices or the way they live.

People with no faith are also protected by the Act.

# Equality and Diversity Act 2010



## Sex (Gender)

The protected characteristic of 'sex' simply refers to a 'man' or a 'woman'.

# Equality and Diversity Act 2010



## Sexual orientation

A person's sexual orientation describes whether they are attracted to people of their own sex, the opposite sex or to people of both sexes.

Gay, lesbian, bisexual and people attracted to those of the opposite sex all have full protection under the Equality Act 2010.

# Equality and Diversity Act 2010



## Pregnancy and maternity

Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context.

In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.

# Equality and Diversity Act 2010



## Marriage and civil partnership

Marriage is the legally or formally recognised union of two people as partners in a personal relationship, (historically and in some jurisdictions specifically a union between a man and a woman).

As of March 2014 couples of the same sex can be given the choice of entering into a civil partnership or can have a *civil marriage*. But for heterosexual couples, the only option to formalise their relationship remains *marriage*

# Equality and Diversity Act 2010

Equality legislation also impacts on how we deliver services.

Case Study Discussion - Please turn to **Section A - Home Fire Safety Check** of your workbook



# Personal Health and Safety



A strong sense of awareness of your own personal safety is very important.

This does not only relate to the place where you volunteer, but also travelling to and from there.

A person can be classed as 'alone' when they cannot be seen or heard and is called 'lone working'.

# Personal Health and Safety



We take your health and safety very seriously and we:

- have appropriate insurance for all locations and events
- meet all legal requirements for health and safety
- identify risks and hazards at all the venues we use and try to reduce them where we can
- provide health and safety briefings at the beginning of events or when you first visit a venue.

We need you to:

- take care of the health and safety of yourself and others
- be constantly aware of, and report, safety hazards and possible causes of accidents
- report any damage to furniture, equipment, machinery or faults in electrical wiring or plugs to someone in charge.





# Personal Health and Safety

There may be areas of your volunteering that require specific consideration to protect your personal safety, for example, if you are:

- volunteering alone
- entering someone's home
- dealing with potential conflict/aggression

Personal safety is a shared responsibility and you should always help to make yourself as safe as possible. It is important that you always inform someone of where you are and when you are likely to return, (i.e. follow your lone volunteering procedure as outlined by your volunteer supervisor).

# Personal Health and Safety



## What are our duties?

### Your Duty

All volunteers have an important part to play for effective health and safety management:

- co-operate with your volunteer supervisor
- be responsible
- correctly use equipment
- don't misuse equipment
- report concerns and defects
- setting an example

# Personal Health and Safety



## What are our duties?

### Our Duty

We have a duty to provide:

- a safe place of volunteering
- safe access
- safe storage, use, transport and handling
- safe plant equipment
- supervision
- information, instruction and training
- safe egress

Group Discussion - Please turn to **Section B - Safe Working Practice of your workbook**

# Fire Safety

At the site where you undertake your volunteer role, there will be arrangements in place for evacuating the building in the event of an emergency. The following information is generic and provides information which is relevant to all WCC premises.

If you hear the fire alarm

- leave the building immediately following directional exit signs and proceed to the designated assembly point, closing all doors and windows behind you (this is in accordance with the emergency evacuation plan)
- walk quickly but don't run.
- ensure you know alternative exits to your normal one.
- DO NOT use lifts unless special provision is in place for your building and DO NOT re-enter the building until told it is safe to do so
- go to the Fire Assembly Point
- if you require assistance in an emergency evacuation, please inform your volunteer supervisor (please note: this could also be for temporary problems, e.g. broken leg)

Your volunteer supervisor will ensure that you receive further information specific to the site in which you are normally located.



# Fire Safety

What should you do if you discover a fire?

- keep calm
- raise the alarm by operating the nearest break glass call point or other, as detailed in the fire evacuation plan of the building
- leave the building - closing all doors and windows behind you as you leave, following the direction exit signs
- proceed to the nearest assembly point
- DO NOT use lifts unless special provision is in place for your building.
- inform the site responsible person at the assembly point where the fire is
- DO NOT re-enter the building until told it is safe to do so

If you have additional responsibilities assigned to you as part of the evacuation, then you must follow the information, instruction and training you have been provided with.

Group Discussion - Please turn to **Section C - Fire Safety of your workbook** and then **Section D** for a short quiz on who is legally responsible for volunteer health and safety at work?



# Health and Safety Legislation

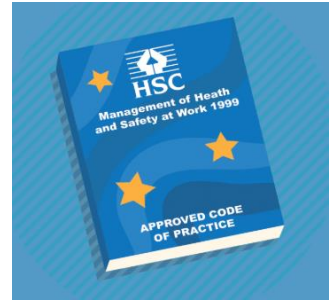


**Employers** must ensure

- Safe operation and maintenance of the working environment, plant and systems
- Maintenance of safe access and exit of the workplace
- Safe use, handling and storage of dangerous substances
- All volunteers receive adequate training on Health and Safety
- Welfare provisions for staff at work are adequate

Your **volunteer supervisor** is responsible for the health, safety and wellbeing of their volunteers. To achieve this, risk assessments will be undertaken for your area of activity.

# Health and Safety Legislation



You also have a duty to take reasonable care of the health and safety of yourself and of others who may be affected by what you do or do not do. It is important that you cooperate with your employer on health and safety matters. not misuse any equipment that is provided for safety purposes to ensure that you all meet the legal requirements.

Risk assessments are a simple and careful examination of what could cause harm to people so you can weigh up whether there have been enough precautions taken or whether more action is needed to prevent harm.

As part of your volunteer induction your volunteer supervisor will go through the relevant risk assessments/control measures (procedures, arrangements, safe systems of volunteering) for your area of activity. They will also provide you with a copy of the WCC Health and Safety policy and discuss this with you.

# Health and Safety Legislation

Warwickshire County Council is committed to:

- Providing strong and visible leadership and management and involving employees;
- Having an occupational health and safety management system which sets clear health and safety standards and roles and responsibilities;
- Identifying significant risks to health and safety as part of our risk assessment process, and implementing adequate measures to prevent, reduce, or protect against those risks;
- Promoting the principles of sensible and proportionate risk management;
- Having a competent workforce through the provision of information, instruction, training and supervision;
- Effectively communicating, consulting, cooperating with employees and key stakeholders on all relevant health and safety matters;
- Providing a safe and healthy place to work;
- Providing access to competent health and safety advice, guidance and support;
- Requiring our contractors and partners to co-operate with us;
- Ensuring resources are available to ensure the successful management and implementation of health, safety and wellbeing; and
- Making continuous improvements in health and safety performance





# Health and Safety Culture

Warwickshire County Council's corporate Health and Safety Policy commits the Council to promoting a positive health and safety culture.

## What is safety culture?

Safety culture is a combination of the attitudes, values and perceptions that influence how health, safety and wellbeing is promoted in the workplace.

## Why is it important?

Undertaking safety culture improvements shows measurable benefits and commitment to the wellbeing of volunteers. An improving culture will help WCC achieve:

- reduced accident and injury rates
- maintained work performance
- improved organisational reputation
- better volunteers morale

## How can I play my part?

- take responsibility for your own safety and the safety of others.
- report potential health, safety and wellbeing issues to your manager or other appropriate persons.
- encourage and reinforce the safe behaviour of others
- think before you act - do the right thing



# Accidents and Incidents Reporting

It is important to report any accidents, incidents, dangerous occurrences, activity related ill health and near misses to your volunteer supervisor as soon as possible.

These include

- violent incidents (physical/verbal)
- road traffic incidents
- environmental accidents
- fire and work related incidents involving security or vandalism related issues
- property or equipment damage that has the potential risk of harm to people, including outbreaks of fire.

You will need to record these on the WCC electronic on-line reporting system (accessed by icon on desktop) or use a hard copy form if you do not have access.

All accidents/incidents that occur on volunteering premises or as a result of your volunteering activity should be recorded, no matter how trivial they appear. This includes accidents/incidents that may involve non-employees such as visitors, pupils, contractors or customers.

If an accident/incident goes unreported, it may mean that nothing is done to stop it happening again - and someone may be hurt next time.



# Accidents and Incidents Reporting



## Quiz - Please turn to **Section E - Accident or Near Miss**

### **Remember -**

An accident/incident occurs when something has happened to someone (e.g. employee, member of the public, pupil, etc), regardless of whether or not they have been injured or the severity of any injury. Physical and verbal assaults should also be reported.

A near miss occurs when something happens which could have resulted in injury e.g. a ceiling tile falls down but does not hit anyone.

Accidents/incidents should be reported as soon as possible. You should not wait until, for example, an injured colleague returns to work. Further information can be added to a report later, if necessary.

Anyone can report an accident/incident/near miss involving a volunteer, colleague, member of the public, visitors, pupils, contractors and customers.

# First Aid

First aid provision will be available to you where you volunteer:

- Your volunteer supervisor will explain to you the arrangements for your area (e.g. where to find the details of first aiders and first aid treatment) during your induction
- it is important that you are familiar with the first aid arrangements in any location that you volunteer in (e.g. as part of flexible working)
- you should not attempt to give first aid if you have not been trained to do so



# Manual Handling

We all do some form of manual handling, some more than others. Within WCC, manual handling activities are often associated with inanimate objects.

However, some colleagues are also undertaking some handling and transporting of people.

If manual handling is an integral part of your volunteer role, specific training may be required. Your volunteer supervisor will advise you.

If possible avoid lifting heavy objects at all, or use a mechanical aid such as a trolley lift, as provided.

Follow instructions given.

Use any equipment provided in accordance with any information, instruction or training provided.



# Manual Handling – Correct Way to Lift

Step 1 - Make a firm base with your feet, keeping them about shoulder width apart.

Step 2 - Lift with the legs, bending the knees, rather than the back.

Step 3 - Keep the chin held in and raised as this helps keep the back in a neutral position.

Step 4 - Ensure the load is as close to the body as possible.

Step 5 - Do not twist the back but change direction by moving the feet. Lead with your head.

Step 6 - If the object is especially heavy or bulky, wait to get some help, or use a manual handling aid, such as a trolley.

Step 7 - Remember to take as much care when lowering items, as when you lift them.

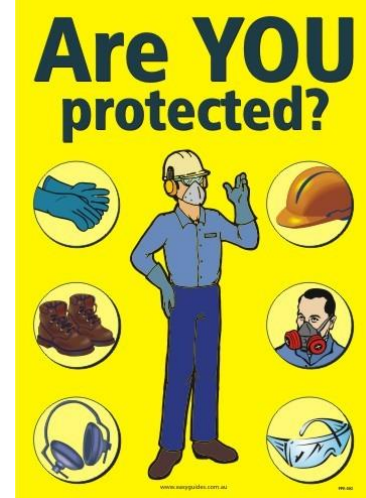


# Work Equipment

This relates to any equipment you use as part of your volunteer role.

It is important that you:

- Do not use any equipment that you have not been instructed to use.
- Follow any instructions that you have been given, ask for help if you are unsure.
- Use any safety equipment provided for you.
- Inform your volunteer supervisor if you identify any hazards or defects with the equipment.
- Take care to ensure that your activities do not put others at risk.
- Report faulty and damaged electrical equipment to your volunteer supervisor or in accordance with your local arrangements as soon as possible.
- Visually inspect any equipment you use.
- Remove (or sign) any faulty equipment to prevent it from being used until it is repaired or disposed of.
- Do not try to repair equipment yourself unless you are competent, trained and instructed to do so.



# Electrical Equipment

You may be asked to use electrical equipment on a regular basis. This should have been checked before it is given to you.

However, you will still have a shared responsibility to make sure that, as far as is reasonably practical, this equipment is safe to use.

All portable electrical appliances are subject to periodic portable appliance testing (PAT testing) and will display a sticker showing when it was last tested and when due for re-testing.

We recommend that you follow these steps

**Visual Inspection** - Always visually inspect equipment before use. Simply look for obvious signs of damage, e.g. frayed or damaged cable.

**Switch off power** - Always make sure that the appliance is switched off at the wall before removing the plug or appliance.

**Report Faulty Equipment** - report faulty/damaged equipment to your manager. Remove the damaged equipment or put a clear notice on it warning that it must not be used until repaired or disposed of and that the fault has been reported.

**Do Not Repair** - Do not try to repair equipment yourself.





# Personal protective equipment



Sometimes personal protective equipment (PPE) is needed as an extra level of protection.

If you have been issued with personal protective equipment you should ensure that you:

- wear it when dealing with the risk from which the equipment is designed to protect you
- store it safely in a place where it cannot be harmed or become damaged
- report any defects promptly
- use in accordance with instructions
- do not intentionally interfere with safety equipment provided

# Display Screen Equipment



Using Display Screen Equipment (DSE) and personal devices has risks associated with habitual use.

As the majority of us use display screen equipment for some or all of our work, the diagram shows you how to provide a safe working position and also how to prevent potential injuries.

A copy of the diagram shown on the next slide is available in your workbook for future reference

*This is the 1<sup>st</sup> step*

Set up your chair to suit you! Ensure your arms are horizontal in the normal typing position with your elbows at a 90° angle. Use the desk to support your lower arm and wrist when typing or using the mouse.



The top of your screen should be about level with your eye line. Your screen may be slightly above or below your eye level dependant on your typing ability and comfort.



Your screen should be approximately your arm's length away (if you were to reach out in front of you).



Your keyboard and screen should be directly in front of you to avoid unnecessary twisting, stretching or awkward postures.



Try to avoid glare and reflections when positioning the monitor.



Avoid stretching to reach the mouse, keyboard and phone. They should be close to you.



Ensure your back is supported upright, with the spines natural 'S' curve maintained (i.e. your lower back is supported). Use the levers to adjust the back rest and seat pan as required.



Ensure your thighs are slightly angled downwards with some space directly between the back of the knee and the front edge of the seat pan.



Feet must be flat on the floor or on a foot rest.



Make sure there is space under the desk to move freely and sit comfortably.



# Safeguarding Children



Abuse and neglect may be a result of deliberate intent, negligence or ignorance. Exploitation is often a factor. It is important to recognise the different forms identified in the [Care Act 2014](#) and [Working together to safeguard children guidance](#). Links to these documents are provided in your workbook

Child abuse can happen anywhere and it is happening in Warwickshire.

All children are vulnerable but some children have additional vulnerabilities. It is important to remember that any child can be at risk, however children with disabilities and/or additional and specific needs are more vulnerable.

There is not a specific type of person who is most likely to abuse or neglect, so it is important to never rule anything out.

Both strangers and people known to the child may present a risk of harm, as well as people in a position of trust or those who hold a position of authority, even other children.

**You have a responsibility under The Care Act to report any safeguarding concerns** - Even though your volunteer role may not bring you into contact with children or vulnerable adults, it is important to be aware of what is considered to be risk of harm. This will help you to be confident in what to do, and reporting it, if you hear or see anything.

# Identifying risks of harm



The Children Act 1989 introduced the concept of Significant Harm as the threshold which justifies compulsory intervention in family life in the best interests of children.

**Harm** is defined as the *ill treatment or impairment of health and development*; and now includes impairment suffered from *seeing or hearing* the ill treatment of another.

**Ill treatment** includes sexual abuse and non-physical ill treatment.

**Health** includes both *physical* and *mental* health.

**Development** includes *physical, intellectual cognitive, emotional, social and behavioural* development.

# Identifying risks of harm



**Physical Abuse** - Form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

**Emotional Abuse** - The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person.

It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction.

It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

# Identifying risks of harm



**Sexual Abuse** - Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing.

They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

**Neglect** - The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development.

Neglect may occur during pregnancy as a result of maternal substance abuse.

Once a child is born, neglect may involve a parent or carer failing to

- provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- protect a child from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate care-givers); or
- ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

# Identifying risks of harm

The previous slides are not an exhaustive list.

In your workbook you will find web links to further information on

## **Female Genital Mutilation (FGM)**

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/783684/FGM\\_The\\_Facts\\_A6\\_v4\\_web.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/783684/FGM_The_Facts_A6_v4_web.pdf)

## **Child Sexual Exploitation**

<http://paceuk.info/about-cse/spotting-the-signs-cse/>

## **Forced Marriage**

<https://www.gov.uk/stop-forced-marriage>

## **Honour Based Violence**

[https://safe.met.police.uk/crimes\\_of\\_honour/get\\_the\\_facts.html](https://safe.met.police.uk/crimes_of_honour/get_the_facts.html)

## **Domestic Abuse**

<https://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/domestic-abuse/signs-symptoms-effects/>





# Safeguarding Children - Duty of Care

There are certain ways safeguarding can be implemented without putting yourself or others in danger. Remember that reporting a concern does not necessarily lead to the involvement of child protection or the police. It is always better to question something that turns out to be innocent, rather than risk an abusive situation being overlooked. Many places have CCTV and will be able to identify things from a description of their appearance.

**Concerns about Children** - If you are worried about any child and think they may be a victim of neglect, abuse or cruelty, contact MASH (Multi-Agency Safeguarding Hub) on **01926 414144**. The MASH Operating Times are:

- 8.30am – 5.30pm: Monday – Thursday and 8.30am – 5.00pm: Friday

Outside of office hours if you have an immediate concern about a child in danger dial 999. If the concern can not wait until the MASH reopens and is an emergency contact the Emergency Duty Team on telephone number 01926 886922. In an emergency contact the Police by ringing 999.

**Steps to take** - Take any immediate actions to safeguard the child if there is an imminent and active risk of harm. This may involve the use of emergency services if the situation requires it. Listen to the child or young person and try not to interrupt them. Restrain from asking questions, questions asked should only be for the purpose of clarifying information the child may have shared - names, dates etc.

**Making a record** - It is important you keep a written record of your concern including details of how you reported your concern and who you discussed it with as you may need this in the future.



# Safeguarding Children - Duty of Care

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# Safeguarding Adults



Abuse and neglect may be a result of deliberate intent, negligence or ignorance. Exploitation is often a factor. It is important to recognise the different forms identified in the [Care Act 2014](#) and [Working together to safeguard children guidance](#). Links to these documents are provided in your workbook

The Care Act updates the scope of Safeguarding:

A local authority must follow up concerns where it has reasonable cause to suspect that an adult in its area:

- has needs for care and support (whether or not the authority is meeting any of those needs)
- is experiencing, or at risk of, abuse or neglect
- as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

**You have a responsibility under The Care Act to report any safeguarding concerns**



## Safeguarding Adults - Types of Abuse 1

**Physical Abuse** - Including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

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

**Sexual Abuse** - Including 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.

**Emotional 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.

**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.



**Safeguarding Adults**  
Everybody's Business  
Not all abuse happens to children

# Safeguarding Adults - Types of Abuse 2

**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.

**Neglect or 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.

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

# Safeguarding Adults - Key Points



- Adults can be at risk of harm in many different environments, including in their own home. Anyone can carry out abuse or neglect and often it is by people in a position of trust
- It is important to remember that adults with specific needs and/or dependency are more vulnerable and may be unable to protect themselves from abuse or neglect.
- Always remain vigilant towards signs and symptoms of abuse and neglect, but do not jump to conclusions.
- If you are made aware of a safeguarding issue, it is best practice to make an immediate evaluation of the risks and take steps to ensure that the adult is in no immediate danger.
- Adult safeguarding policy and legislation guidance is developed with an aim to protect, support and care for adults who may be experiencing, or are at risk of abuse or neglect. You should ensure you are familiar with this and up-to-date with the latest guidance at all times.
- Whistleblowing policies within organisations have been developed to cover the whistleblower and the organisation.

# Duty of Care



We all have a duty of care and there are key responsibilities and actions for anyone who identifies the possibility of abuse or neglect. Note that these responsibilities must be addressed in the same day as the concern is raised.

Although certain forms of abuse can become part of a criminal investigation, raising a complaint does not necessarily lead to the involvement of social care or the police. There are a number of reasons why we may not want to intervene with a concerning situation but there are certain ways safeguarding can be implemented without putting yourself or others in danger.

**Immediate Protection** - Take any immediate actions to safeguard anyone at immediate risk of harm, including summoning medical assistance if required

**Speak to the adult wherever it is safe to do so** - Get the views of the adult on the concern or incident and see what they would like to happen next. Listen to what they have to say, and ensure they are given the support they need

**Detection and prevention of a crime** - Where there is evidence a criminal offence has taken place, or a crime may be about to be committed, contact the Police immediately.

**Record and preserve evidence** - Preserve evidence through recording, and take steps to preserve any physical evidence.

# Where to report concerns



**Report and inform** - If you have concerns about something you have become aware related to your volunteer role, inform your manager. They will report the matter internally through your internal reporting procedure (e.g. incident or serious untoward incident reporting procedures).

If you become aware of something or have concerns about an adult with care and support needs is experiencing, or at risk of, abuse or neglect, outside of your volunteer role contact us 24 hours-a-day on:

**01926 412080**

Our adult social care teams can offer advice and support to the person and/or their carers and, where necessary, arrange appropriate services.

Depending on the type of abuse you may wish to contact Warwickshire Police by ringing 101.



# Managing Information Securely



Information comes in many forms and formats, on paper and electronic.

Think about the information you use. As part of your volunteer role, do you use any of these types of information?

- Information about yourself
- Information about customers/service users
- Information about the Council and your service area
- Information about partner organisations that we work with and suppliers that we've contracted/commissioned services to
- Information about colleagues/staff

We all come into contact with lots of information about people inside or outside work. Some of this information is limited to peoples' names and contact details; some will be about their health or more sensitive data. It is important that you know how this information must be protected and the legal obligations that apply to this information. There are three main terms used for information that you should be aware of:

- **Personal** - about and identifies individual(s) as defined in the Data Protection Act
- **Sensitive personal** - specific information defined in the Data Protection Act
- **Anonymised** - information where individuals cannot be identified

# Managing Information Securely - Personal Info



The most obvious examples of **personal information** is:

- name
- address
- date of birth
- telephone number
- postcode

It can also be your job, the school you went to – or even the items you buy that are recorded on a supermarket loyalty card.

Some personal information will directly identify a person – such as a name or can be potentially matched to identify a person without knowing a name. For example, your NHS number.

# Managing Information Securely - Sensitive Personal Info



**Sensitive personal information** is information that is protected from misuse by law because it is more likely to cause a person damage or distress. This includes information about someone's:

- racial or ethnic origin
- political opinions
- religious beliefs
- trade union membership
- physical or mental health condition
- sexual life
- criminal record

The law demands that we take strict care of this sensitive personal information.

# Managing Information Securely - Anonymised Information



By removing the reference number and any other possible identifiers completely, this information is fully anonymised (or de-identified) and can be used to analyse trends and plan future service needs – without compromising personal data or confidentiality.

We need to make sure anonymised information released to the public really is anonymised, i.e. no-one could possibly identify individuals because they know in their street/postcode a neighbour has a certain health condition. This usually takes the form of summary data in reports.

# Managing Information Securely - Confidentiality



When handling information you must respect the confidentiality of personal or sensitive information that you have access to.

Handle it according to its risk and protective marking.

Confidentiality means keeping information that you hold secure and only disclosing to others in certain circumstances.

**Personal Confidential Data** is a term used in health and social care that now covers **personal, sensitive and confidential information** about **both living individuals and the deceased**, and information 'given in confidence' .

All volunteers involved in have a 'duty of confidentiality' to their customers and should be aware of what this means and the procedures to follow.

**Quiz - Please turn to Section F - Managing Information Securely Quiz 4 of your workbook**

# Managing Information Securely - Assess and Mark



Warwickshire County Council has four information risk classifications, based on the risk to and impact on an individual or organisation and the financial, reputation and legal risk of the Council.

The corresponding WCC Protective Marking must be used **internally** and will inform colleagues how information must be handled, stored and disposed of. This standard forms part of WCC's Information Governance Framework.

The correct marking will need to be explicitly shown on your document on each page, on the cover of a file, on paper or electronically in the email subject.

For documents that are kept on our corporate document systems you may be asked for the marking before you create a new entry

Think about the content and whether it will be a risk if the information is made public.

If it involves personal information it will be at least **High Risk**.

If you are sharing with public sector partners you may have to use the Government Security classification of **OFFICIAL** and **OFFICIAL-SENSITIVE**.

Refer to the [WCC Information risk and protective marking standard](#) (your Volunteer Supervisor will provide this) for more detail and ask your Volunteer Supervisor or the WCC Information Management for advice if unsure.

# Managing Information Securely - Very High Risk



WCC marking of: **WCC-CONFIDENTIAL-RESTRICTED**

Apply where there is a need to enhance management and handling controls over and above High Risk, for information deemed to be highly confidential and sensitive. Use marking to show need for restricted access.

Types of WCC information:

- A complete employee/customer record/case file containing health or other sensitive personal data
- An individual's set of social care/health paper files or an electronic record equivalent
- Part of a case file that should not be released to the individual, e.g. care record restricted section, 3rd party references or may cause harm if released
- Documents and communication while part of a serious child case review or safeguarding adult review
- Mental health assessments
- ICT infrastructure diagrams, access control, passwords etc

# Managing Information Securely - High Risk



WCC marking of: **WCC-CONFIDENTIAL**

This will include both personal and sensitive personal data as defined in the Data Protection Act and also business information we generally refer to as 'confidential'. These will require controls and security measures for access, storage and handling to ensure they are not released into the public domain other than to those individuals or organisations that need to have access.

Types of WCC information:

- Personal information relating to any customer or employee such as name, address and contact details, together with other personal data such as; date of birth, National Insurance (NI) number, NHS Number, bank details
- Exempt committee papers excluded from the public under the Local Government Act
- Part of an employee record/case file or customer record/case file, e.g. service user care plan, employee appraisal. If there are many documents as a set they should be treated together as High Risk



# Managing Information Securely - Low Risk



WCC marking of: **WCC- INTERNAL**

Information that does not contain personal or confidential information and is aimed at staff or partners. There is a low risk and information may have to be released under an FOI request.

Types of WCC information:

- Policies and procedures in draft for approval, not yet released into the public domain and would not be released to the public in draft form
- Information that is aimed at an internal audience (but may be fully or partly released under FOI if requested), e.g. guide, local procedures

# Managing Information Securely - No Risk



This is the default if information/document is not marked in any way and is assumed that it can be released and shared without any restriction.

Types of WCC information:

- Approved policies and procedures
- Documents available in the public domain or on the WCC public website
- Names and contact details of specific employees, citizens or businesses that are in the public domain or an individual has authorised, e.g. Heads of Service, Councillors

# Communicating Safely - Phone



Make sure the person is known before giving out any personal or sensitive information.

Check the credentials of the person calling against known information if you don't know the person.

Be vigilant against scam calls, including people who may say they are staff if you don't know them. If in doubt check the number and ring back.

Be aware of who may be listening at either end of the call.

# Communicating Safely - Email

Check the email address is correct whether sending an internal or external email.

Autocomplete may have entered the incorrect email recipient.

Always check before you send and regularly check your contacts.

Be extra careful when selecting WCC group names, especially if you have created your own groups in your contacts.

Have you checked if external recipients are still correct?

Use blind copy (bcc) if sending a group email to external email contacts unless the group know/have consented to be identified.

# Communicating Safely - Post



Always check the address is correct and contents are for the addressee. Don't assume copying a previous letter has the correct address on it now.

Consider double enveloping if confidential and always use a return address. Use tracked mail if Confidential-Restricted or secure courier for bulk items.

Consider using a WCC approved encrypted electronic method as an alternative, e.g. secure encrypted email, encrypted attachment via email.

# Keeping Information Safe in your work area



Keep your work area clear of any documents when you are not there, to prevent any confidential information being seen by passers by.

All confidential documents must be placed face down in public areas and never left unsupervised.

Also bear in mind that information could be seen if your work area is close to a window and visible from outside.

This also applies to the screens of any devices you may use as part of your role in case they are visible to anyone else, as well as post-it notes and removable devices such as laptops, phones, USB sticks

# Keeping Information Safe in your work area



Store confidential paper information in locked cabinets, returning them to these cabinets whenever possible.

Take measures to prevent accidental damage to important documents, for example, through the spillage of liquids.

Dispose of confidential paper by shredding or put in a confidential waste bag and follow confidential waste disposal procedure.

Don't forget, destroying information earlier than necessary may be a breach of the law so it is important to check WCC retention policies or ask, before destroying any records.

Some categories of records may have a 'legal hold' put on them, e.g. the inquiry into historical child abuse.

When you need to archive paper for statutory, audit or business reasons, send to the WCC Records Management Service for secure storage, retrieval and, when appropriate, disposal.

# Keeping Information Safe in the Workplace - Clear Meeting Rooms



Information should not be left visible.

When you are finished with whiteboards, flip charts, tables in meeting rooms you should make sure that all the information is removed from tables, walls and boards.

**You don't know who will be using the room next and what you'll have just revealed!**



# Staying Safe Online - Device Security



If you have one, make sure your WCC mobile device keeps its encryption and use a strong password that conforms to the minimum standard to unlock the device. This protects the device if stolen and WCC can wipe the device if you report it stolen or lost.

Consider what security you have on your own personal phone to protect your personal data. Get into the good practice of implementing as many security controls as your device will allow.

Do you have a screen lock? Is it encrypted? Do you have your SIM card locked to protect misuse if stolen?

# Staying Safe Online - Apps Security



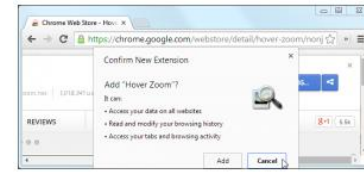
Have you installed any extensions in Chrome lately?

How about an app on your work-provided device?

Did you get it checked out by Information Security? If not there is a possibility that you are giving all WCC data and shared Google Drive data to an unknown third-party who could be using it for malicious purposes.

The same applies to your own personal devices - check the app permissions and do not install and allow access if in doubt and you do not trust the supplier.

# Staying Safe Online - Cloud Applications and Websites

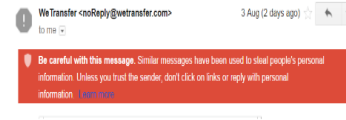


We are now using more externally hosted 'cloud' applications. Only use authorised software and applications approved by Information Security for WCC business use.

It may look attractive if 'free' but your data may not be assured and may be used in a malicious way or sold on to others. The same applies to websites that you haven't used before - check them out to make sure they are trusted and safe.

Websites are a common route for 'Ransomware' that will infect your device, encrypt it and demand a fee for unlocking.

# Staying Safe Online - Email Links and Attachments



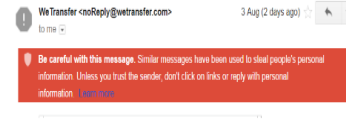
Do not click on links in emails or open emails if they are flagged up or you are suspicious, especially if they are asking for personal information or user id/passwords.

This applies both at your volunteer site and your own personal email accounts. These can be 'phishing' or 'ransomware' threats.

If in doubt delete, or report as spam. If you have accidentally done this at work, ring the ICT Service Desk immediately so they can take quick action.

**Guidance and the latest briefings can be found on the information security pages -**  
**[www.warwickshire.gov.uk/informationsecurity](http://www.warwickshire.gov.uk/informationsecurity)**

# Staying Safe Online - Social Media



Please be aware that, if at some point in your social media history you have added 'Warwickshire County Council' as a place where you volunteer, all your posts may be scrutinised as a representative of WCC.

Remember your information may stay on the internet forever if it's copied elsewhere, you have no control of it! Be careful what you post and who you share it with.

Check websites, apps and email links - if in doubt ask your volunteer supervisor or contact the ICT Service Desk.

# Information Requests - Responding to Requests



If someone asks for information we have an obligation to respond.

We do this everyday, face-to-face, on the telephone, email and via our website. This is business as usual and you should follow local procedures and customer care standards. Your Volunteer Supervisor will advise you on these.

If the request is complex, in writing or they ask for it to be treated under legislation, you should treat this as a formal information request and refer it to your Volunteer Supervisor.

As we need to monitor that we comply with legislation, we have procedures and a central recording system.

# Information Requests - Formal request for access to general information



The Freedom of Information Act and Environmental Information Regulations extend people's rights to access any information held by us.

Any person who makes a request in writing must be informed whether we hold that information, and subject to exemptions, must be supplied with that information within 20 working days.

For environmental information this may extend to 40 days if complex.

# Information Requests - Subject Access Requests



Individuals have rights under the Data Protection Act to ask what personal information we hold and process about them, and subject to exemptions, we should supply that information within 40 calendar days.

These are known as 'subject access requests'.

There can be reasons why we may refuse to supply part or all of the information.

We may have to remove or redact some information that relates to other people.



# Information Requests - Disclosure Requests



We receive requests from agencies such as the Police, Department of Work and Pensions, Disclosure and Barring Service for personal and often confidential information on people.

Again, these requests need to follow procedures and be recorded centrally.

**Seek help from your volunteer supervisor or Information Management if in doubt - don't just respond.**

Guidance can be found on the IM web pages. The website has pages for the public so they can find and request information using self-service - [www.warwickshire.gov.uk/accesstoinformation](http://www.warwickshire.gov.uk/accesstoinformation)

# To Share or Not to Share?



You must follow WCC service standards and procedures for sending or sharing personal and confidential information inside and outside the Council, including use of secure email and encryption for sending electronic information and tracking for paper documents.

If you are sharing personal information with partners/suppliers, you must follow the agreed sharing procedures regarding what information can be shared and how it should be shared securely.

A sharing agreement should be in place with partners or a processing agreement with suppliers.

# To Share or Not to Share? Should Be Shared if ....



- You have the consent of the person to which the personal information relates
- You have the explicit consent of the person to which the sensitive personal information relates
- There is recognised legislation that permits this and you are authorised to do so
- The information is anonymised and cannot lead to individuals being identified
- It forms part of a contractual agreement and is clearly stated within the contract
- It forms part of an information sharing agreement/memorandum of understanding/data exchange agreement and it is clearly stated
- You are dealing with an emergency situation and need to prevent an individual from harm (record this on the file/record)
- Only with the relevant people who require the information - keep it on a need to know basis

# To Share or Not to Share? Should Not Be Shared Unless ....



- You have the consent of the person to which the personal information relates
- You have the explicit consent of the person to which the sensitive personal information relates
- There is recognised legislation that permits this and you are authorised to do so
- The information is anonymised and cannot lead to individuals being identified
- It forms part of a contractual agreement and is clearly stated within the contract
- It forms part of an information sharing agreement/memorandum of understanding/data exchange agreement and it is clearly stated
- You are dealing with an emergency situation and need to prevent an individual from harm (record this on the file/record)
- Only with the relevant people who require the information - keep it on a need to know basis

# When Things Go Wrong



If you lost your bank card in a public place would you wait for 24 hours to report it?

After attempting to retrieve the missing item, you should, within 24 hours, report any potential or actual losses of information or equipment holding information, potential or actual security incidents (e.g. inappropriate access, hacking, misuse of password, viruses) using the Council's incident reporting procedure.

If equipment is lost or you believe the network or information is at high risk, contact the ICT Service Desk straight away.

As a responsible organisation, we need to contact customers where there may be a serious impact, to learn from any mistakes and report, if appropriate, to regulatory bodies.

You must let your Volunteer Supervisor know as well and they can then guide you to the correct procedure and forms which are found at [warwickshire.gov.uk/content/security-incidents/security-incidents](http://warwickshire.gov.uk/content/security-incidents/security-incidents)

# Doing the Right Thing



As a public service organisation, we're expected to maintain the highest possible standards of behaviour in the duties we perform.

How we behave 'at the Council' is constantly in the public eye and - sadly - whilst our exemplary behaviour often may go unnoticed, shortfalls seldom do!

To behave appropriately and avoid adverse comment or publicity, it's really important that everyone who undertakes any activity for, and on behalf of, WCC understands the importance of operating openly - so that all our actions are clearly visible and ethical.

Maintaining ethical standards is everyone's responsibility. If you see or hear about a potential contravention, it's your duty to report this. It's not 'telling tales' - it's taking a responsible attitude to upholding the integrity of the Council.

## A word cloud featuring various terms related to ethics and morality. The words are arranged in a dense, overlapping manner with different colors and orientations. The most prominent words include 'MORALS' in large red letters, 'RESPECT' in large green letters, 'HONOR' in large blue letters, and 'ETIQUETTE' in large orange letters. Other visible words include 'PHILISOPHY' (green), 'FAIRNESS' (green), 'VIRTUE' (green), 'DECENCY' (green), 'PURPOSE' (blue), 'ATTITUDE' (orange), 'INNOVATION' (green), 'CHARACTER' (blue), 'AUTHENTICITY' (green), 'TRUST' (blue), 'RULES' (blue), 'CONVENTIONALITIES' (green), 'HYPOCRISY' (green), 'PERFORMANCE' (green), 'CRITERIA' (green), 'STANDARDS' (green), 'ACCEPTANCE' (green), 'INNOVATION' (green), 'FAIRNESS' (green), and 'CONDUCT' (orange).

Experience (and research) shows that good governance and ethical standards lead to higher performance, so exemplary conduct is fundamental to our effectiveness as a local authority.

Our actions must be transparent to withstand public scrutiny. We must constantly strive to maintain our standards of behaviour so that people can have absolute confidence in us.



Warwickshire  
County Council

# Basic Principles

**Ethics**  
Ethics in business  
**moral principles**  
rules and regulations  
of right conduct  
values that guide t

**Timeliness** - is about responding swiftly

**Inclusiveness** - not leaving anyone out. It is an aspect of how we make decisions. It also links in with our duties under equalities legislation and includes, where relevant, consulting with others.

**Openness** - required so that people can have confidence in our decision-making and management processes. We need to be as open as possible about the decisions we make and the reasons we have made them. Consulting openly and providing access to full, accurate and clear information helps us stand up to public scrutiny.

**Accountability** - the process of taking responsibility for our decisions and actions (including stewardship of public funds and all aspects of performance) and answering to external scrutiny.

**Integrity** - means straightforward dealing that is based upon honesty, selflessness and objectivity. The public expects us to manage public funds and the Council's affairs properly and appropriately, maintaining the highest standards in all our activities. We must act in the public interest, not for personal gain.

Your Volunteer Supervisor will go through the [Do the right thing Code of Corporate Governance](#) with you to make sure you are clear on what is expected of us all



# WCC Behaviours

We want to support everyone to be best they can be.

Our Behaviours provides a framework for understanding the expectations required from everyone who undertakes any activity for, and on behalf of, WCC to support the cultural change and transformation of the organisation.

Our Behaviours includes a range of descriptors that are clear and specific about the kind of behaviour that need to be demonstrated in all our roles, whether you are a volunteer or a member of staff.

Your Volunteer Supervisor will go through these with you in more detail - [Our Behaviours](#)

## Our Behaviours



# Standards of Behaviour



The “Employer and Employee Responsibilities” the standards of behaviour also apply to anyone who is undertaking a volunteer role, and works in conjunction with our:-

- Gifts and Hospitalities Policy
- Staff Register of Interests
- Managing Information policies
- Anti-Fraud & Bribery Policy and Strategy
- Whistleblowing Policy
- Financial Regulations
- Contract Standing Orders

and other Council or departmental policies, operational instructions or guidelines that make up our Corporate Governance (Do the Right Thing) framework.

The Employer and Employee Responsibilities document is a summary only of some key standards that you'll be expected to observe when carrying out your volunteer duties.

It's vital that you understand the Employer and Employee Responsibilities document, and Volunteer Supervisor will be able to provide you with a copy of this. Any breaches of this policy - whether deliberate or unintentional - can lead to formal action. It has been written to help maintain public confidence in the integrity of the Council. Just as important, it's there to protect you if your actions are challenged.

# It's Everyone's Responsibility



Maintaining ethical standards is everyone's responsibility. If you see or hear about a potential contravention, it's your duty to report this. It's not 'telling tales' - it's taking a responsible attitude to upholding the integrity of the Council.

## **So how do I report concerns?**

The answer is - to your immediate volunteer supervisor or their superior. Additionally a network of Whistleblowing Advisers has been established, and you can find details of this on the intranet if you have access.

If your concerns are about senior management, you can approach Monica Fogarty or the Assistant Director of the Directorate concerned.

In cases of financial impropriety you should approach the Head of Finance.. Once initial concerns have been raised it will be important to put these into writing.

If you suspect that a fraud is taking place you should report it to your volunteer supervisor who will contact the Risk and Assurance Service. Alternatively you can contact the Risk and Assurance Service direct. They can be reached in the following ways:

Fraud hotline: 01926 412052

email: [tellusaboutfraud@warwickshire.gov.uk](mailto:tellusaboutfraud@warwickshire.gov.uk)

# Key Points



The Council is committed to ensuring it does the right thing, in the right way, for the right people, in a timely, inclusive, open and accountable manner and with integrity.

Good governance leads to high performing services that maximise the benefits for the people of Warwickshire and promotes public trust.

Ethical standards are those standards that apply to everyone undertaking any activity for, and on behalf of, WCC to ensure that we behave appropriately towards each other and to the public in general. They are set out in our Employer and Employee Responsibilities document.

Standards of behaviour differ between organisations. What is acceptable in the private sector or other public sector bodies may not be acceptable at the Council.

Everyone has a responsibility to eliminate discrimination, promote equality of opportunity and promote good relations because maintaining standards of behaviour is everyone's responsibility.

And finally .....



Thank you



We couldn't do it  
without you