

Bringing people closer to Jesus Christ through His Church
Catholic Diocese of Portsmouth



Diocesan Operating Procedures

Community Sponsorship Scheme for Refugees

"I was hungry and you gave me food, I was thirsty, and you gave me drink, I was a stranger and you welcomed me..."

Matt. 25:35

Issued by:

The Bishop of Portsmouth and the Trustees of the Portsmouth Diocesan Trust
St Edmund House
Bishop Crispian Way
Portsmouth PO1 3QA

Registered Charity No. 246871





CONTENTS

	Page
INTRODUCTION	3
APPROVALS	4
AMENDMENT RECORD	5
FOREWORD	6
TERMINOLOGY	7
BISHOP'S VISION	8
1. Safeguarding policy	9
2. Complaints Policy for Families	66
3. Confidentiality Policy	69
4. Digital Media & Comms Policy	70
5. Driving Policy	72
a. Arranging transport guidance	73
b. Transport checklist	74
6. Code of Conduct Guidance	76
7. Media Consent & Release Form	79
8. Safeguarding Summary	80
9. Catholic Values	82
10. Volunteer Policy	84



INTRODUCTION

The Diocesan People Operating Procedures (DoPs) are provided as guidance to managers, employees and volunteers on how a wide range of issues should be managed in relation to the Community Sponsorship Scheme for Refugees.

The underlying rationale to DoPs is to provide a framework of policies and procedures which provide a way of working together within the concept of fairness and justice.

It also provides employees, volunteers and line managers with relevant forms, letters, and documents in a series of appendices for use in the appropriate circumstances.

Policies provide general and practical advice as well as guidance on a range of issues to ensure all employees (and volunteers) act appropriately as required by the Diocese and in adherence to relevant legislation.

Procedures support and supplement the policies by giving a step- by-step account of specific arrangements that apply in particular circumstances.

Forms and Guidance notes are also provided throughout relating to the policies and procedures.

Please note that these policies and the accompanying procedures and forms are for guidance only. They do not have contractual status as they may be amended from time to time.



APPROVALS

The signatures below certify that this document has been reviewed and accepted demonstrating that the signatories are aware of all requirements contained herein and are committed to ensuring their provision.

	Name	Signature	Position	Date
Prepared by	Catholic Safeguarding Advisory Service (CSAS)		National templates adopted	Jan 2021
Reviewed by	Ruth Attfield		Diocesan Safeguarding Coordinator	Jan 2021
Reviewed by	Chris Smith		Director for Communications and Development	Jan 2021
Reviewed by	Maria Devine		Administrative Services Manager	Jan 2021
Reviewed by	Heather Hauschild		COO	Jan 2021
Approved by			FAR Committee	20 Jan 2021
Approved by			Trustee Board	
Reviewed by				
Approved by				



AMENDMENT RECORD

This document is reviewed to ensure its continuing relevance to the systems and processes that it describes. A record of contextual additions or omissions is given below.

Page No.	Context	Revision	Date



FOREWORD

God's Church here in the Catholic Diocese of Portsmouth is formed of many and varied communities, held together in the same Truth of Christ both in doctrine life and worship. We need common operating procedures across the Diocese to ensure compliance with the needs of both canon and civil law. In addition, and especially in the light of the church's call to the work of new evangelisation, we need to ensure harmonised collaboration. We have a responsibility to ensure that people, buildings, and money are treated carefully allowing us to perform our duties "with the diligence of a good householder" (Canon 1284§1).

These Diocesan Operating Procedures (DoPs) have the status of particular law for the Catholic Diocese of Portsmouth. They must be understood and followed in the broad areas of human resource, schools, buildings, and finance.

I am very grateful to all those who have compiled these procedures and ensure their regular review and updating.

In Corde Iesu

+Bishop Egan
Bishop of Portsmouth



TERMINOLOGY

Throughout this DoPs, the Portsmouth Roman Catholic Diocese will be referred to as '**the Diocese**'. This expression shall include any representative acting for or on behalf of the Diocese Trustees, for example HR, Line Managers or any other representative appointed to carry out work on behalf of The Portsmouth Roman Catholic Diocese.

Throughout this DoP the expression, '**Line Manager**', will be used which may be referring to a Co-ordinating Pastor/Parish Priest/Head of Department or any other person with line management responsibilities.

This DoP is subject to changes brought about by relevant legislation, regulations and changes in best practice. Any changes and amendments that may be made to this document will be brought to the attention of line managers and Parishes. They will then be guided towards the current version online:

[Diocesan Operating Procedures | Portsmouth Diocese](#)

Guidance on is available from the relevant department in the Curia:

Heather Hauschild, Chief Operating Officer on 02394 216506 or

hhauschild@portsmouthdiocese.org.uk



The Bishop's Vision

The Bishop of Portsmouth and the Trustees are fully aware of their duty of care to all our employees, and to anyone who works within the Catholic Diocese of Portsmouth.

Diocesan policies must comply fully with the current statutory regulations concerning employment, data protection, health and safety and the many regulations which relate to employees and to the workplace.

However, it is our aim that our policies do more than comply with regulations.

It is our aim that our policies provide a framework of guidance for all who work within the Diocese: guidance to support and encourage us all in our work, to enable a working environment that is based on co-operation, respect for each other's gifts, tolerance and support for each other's limitations and above all, fairness and justice in our dealings with each other.

Please read these policies, become familiar with the procedures and the forms, and help us to ensure that our work together fulfils our aims of respect, tolerance, and fairness.



Community Sponsorship Scheme

Safeguarding & Promoting Welfare

National Policy and Procedures

For Diocesan Charities

Name of Community Sponsorship Project:

_____Community Sponsorship Scheme for Refugees_____

Project Contact Details:

Lead Sponsor	<i>Catholic Diocese of Portsmouth</i>	<i>02392 825430</i>
Community Sponsor (CS)		
Lead Sponsor Coordinator	<i>Heather Hauschild, Chief Operating Officer</i>	<i>02392 216506</i>
Lead Sponsor Safeguarding Lead	<i>Ruth Attfield, Diocesan Safeguarding Coordinator</i>	<i>02392 216486</i>
CS Project Lead		
CS Safeguarding Lead		

1. Index of Contents:

Item	Section title	Page number
1	Index of contents	2-3
2	Scope of this policy	4
3	Policy statement	4-5
4	Key principles and values	5-6
5	Roles and responsibilities of CS volunteers	6-7
6	Scheme recruitment	8-12
7	Training	12-13
8	Information sharing and data protection	13-15
9	Working with families	15-17

10	Health and Safety	17-18
11	Forms of contact with resettled families	19-21
12	Supporting people experiencing domestic violence and abuse	21-24
13	Management of concerns and allegations	24-31
14	Safeguarding Flowchart	32
15	Case recording and record keeping	33-34
16	Managing Cases of Interest	34-35
17	Whistleblowing	36-40
18	Resources	40-41
18.1	Appendix A: CS Group Roles – Enhanced DBS	42-43
18.2	Appendix B: CS Group Roles – No DBS	44-46
18.3	Appendix C: Protecting People from Radicalisation and Prevent	47-49
18.4	Appendix D: Safeguarding Incident Report Form	50-52
18.5	Appendix E: Home Office Cases of Interest form	53
18.6	Appendix F: Safeguarding Monthly Monitoring Form	54
18.7	Appendix G: National Code of Conduct	55-57

2. SCOPE OF POLICY

The following Policy has been developed jointly by the Catholic Diocese of Portsmouth, Caritas Social Action Network and the Catholic Safeguarding Advisory Service.

This policy and related procedures apply to all those who are actively involved, in whatever role or function, in the provision of resettlement support to a refugee family arriving in the UK under the Community Sponsorship Scheme ('the Scheme').

The purpose of this policy is to safeguard refugee family members, whether children or adults, receiving resettlement support under the Scheme, and Caritas and/or Diocesan staff and volunteers supporting families under the Scheme.

This policy creates a framework within which safeguarding concerns will be assessed and considered, in a manner which respects the dignity, humanity and right to privacy of all those involved in the resettlement process, whilst promoting the welfare and human flourishing of every individual family member being supported under the Scheme.

All Caritas and/or Diocesan staff and volunteers involved in the Community Sponsorship Scheme will be expected to read, understand and adhere to this safeguarding policy and to participate in any ongoing training that may be required.

3. POLICY STATEMENT

Safeguarding goes to the very heart of Christian ministry and mission, which is about nurturing individuals to fulfil their potential, whilst ensuring everyone is safe and protected from harm and abuse.

Every human being has a value, which we acknowledge as coming directly from God's creation in his own image and likeness. We believe therefore that all people should be valued, supported and protected from harm. We especially recognise the personal dignity and rights of people whose needs or circumstances place them at risk, and towards whom the Church has a special responsibility.

We will undertake appropriate steps to maintain a safe environment, by practising fully and positively Christ's Ministry towards families whom we support under the scheme, responding sensitively and compassionately to their needs in order to help keep them safe from harm.

The Catholic Church of England and Wales, the Bishops and Religious Congregational Leaders are committed to safeguarding as an integral part of the life and ministry of the Church and

affirm a 'One Church' approach¹ to safeguarding children, young people and adults at risk through the promotion of a sustained culture of constant vigilance. The 'best interests' or 'paramountcy principle', which underpins and is enshrined in adult and child protection legislation, shall be the primary consideration in all matters of safeguarding.

We will always report allegations of abuse to the statutory agencies, in accordance with national safeguarding procedures of the Catholic Church in England and Wales, ensuring they are dealt with promptly and properly, and where appropriate, perpetrators are held to account. The Church will act in an open, transparent and accountable way in working in partnership with social care services, the Police, health agencies, probation services and other relevant agencies to safeguard children and adults at risk and assist in bringing to justice anyone who has committed an offence against a child or adult.

4. KEY PRINCIPLES & VALUES

The following principles and values underpin Catholic-managed and supported Community Sponsorship Schemes in England and Wales:

- We recognise that everyone has the right to live their life free from violence, fear and abuse and to be protected from harm and exploitation;
- We recognise that adult family members have the right to their own independence and agency, and that our role is to promote and facilitate the empowerment and self-sufficiency of the families we support as soon as possible;
- We embrace our role in supporting children to achieve their full potential in an environment where they are protected from exploitation, abuse and maltreatment;
- We will act constructively within the guidance as set out in Working Together to Safeguard Children 2018, Keeping Children Safe in Education 2018, the Care Act 2014, the Social Services and Well-being Act (Wales) 2014, and with associated statutory and good practice guidance;
- We will be proactive and intervene when it appears that children need to be made safe from harm, whether the risk of harm is neglect, sexual abuse, physical abuse, emotional abuse, online abuse, domestic abuse, female genital mutilation, grooming, child sexual exploitation, bullying and cyber-bullying or child trafficking;
- We will work in partnership with other agencies and not act alone;
- We will act in an open, transparent and accountable way in working in partnership with Children's Social Care Services, Adults' Social Care Services, the Police, Health Agencies, Probation Providers and other agencies to safeguard children and assist in bringing to justice anyone acting in the name of the Church who has committed an offence against a child or adult;

¹ The One Church approach refers to the commitment by the Church in England and Wales to using the same policies, procedures, standards and systems in relation to safeguarding.

- We will share information and work in partnership with diocesan safeguarding offices where there are concerns about individuals who have, or are believed to have, other roles within the Church that bring them into contact with children or adults who may be at risk;
- We will respond sensitively, respectfully and seriously to anyone who brings concerns or allegations to its attention;
- We will deal with all concerns and allegations in accordance with the national safeguarding procedures of the Catholic Church in England and Wales;
- We will make pastoral support available to children and their families being supported by the scheme where there have been concerns and allegations of some form of harm or maltreatment of a child.

5. ROLES & RESPONSIBILITIES OF CS VOLUNTEERS

Safeguarding Responsibilities

- to safeguard and promote the welfare of children and adults being resettled under the scheme;
- to be aware of the signs and indicators of abuse and know what to do, and to whom to speak, if they become concerned about a child or adult, or if a child or adult discloses abuse;
- to be familiar with national safeguarding policies and procedures, and all other policies, procedures and documents that relate to the scheme, whether produced and /or referred to by CSAS, Caritas Social Action Network or the CSAN member charity or Diocese acting as Lead Sponsor for the CS project for which they are a volunteer;
- to comply with the applicable Memorandum of Understanding for the CS project for which they are a volunteer;

CS Project Lead

The CS group will appoint a Project Lead to lead and coordinate all aspects of the project, from preparing an application through to delivery of the group's Resettlement Plan. The Project Lead acts as the group's spokesperson with the Lead Sponsor, Home Office, Local Authority and other agencies, and will also have an ongoing support role with the family.

CS Safeguarding Lead

The CS group will appoint a designated Safeguarding Lead who will offer ongoing support and advice to the group on safeguarding matters, reporting into and working co-operatively at all times with the Safeguarding team for the Lead Sponsor.

The group's Project Lead and Safeguarding Lead will be jointly responsible for:

- ensuring familiarisation with this Policy and that it is understood and followed by all members of the group
- liaising with the family and the Lead Sponsor Safeguarding Lead following any safeguarding concern, issue or incident, in line with the Policy;
- ensuring all group members receive appropriate safeguarding training as required by the Lead Sponsor;
- liaising with the Lead Sponsor to facilitate timely processing of DBS checks for all applicable members of the group as directed by the Lead Sponsor;

Family Welfare, Education and Family Support Teams

The Community Sponsorship group will appoint suitable people, in each of these categories, sufficient to enable the family to settle within their new community, access health, welfare, financial and educational services, develop English language skills and become familiar with all local services and amenities. More detailed role descriptions are set out in **Appendix A – CS Group Roles: Enhanced DBS**.

Accommodation, Finance and Work & Benefits Teams

The Community Sponsorship group will appoint suitable people, in each of these categories, sufficient to source and furnish suitable family accommodation, administer the group's Sponsorship Fund, support and enable the family to manage their own finances, receive welfare benefits and find suitable voluntary and paid employment. More detailed role descriptions are set out in **Appendix B – CS Group Roles: No DBS**.

Chair, Secretary, Fundraising and Other Back-Office Roles

The Community Sponsorship group will appoint suitable people in these and other roles, as necessary, sufficient to help ensure effective planning, preparation and delivery of the two-year project. More detailed role descriptions are set out in **Appendix B – CS Group Roles: No DBS**.

6. SCHEME RECRUITMENT

Equality and Diversity

It is against the law to discriminate against anyone because of their age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, pregnancy and maternity (known as protected characteristics). In addition to our legal responsibilities, we are committed to building and reinforcing a culture where people value each other and treat each other with dignity and respect.

We recognise that people from different backgrounds can bring fresh ideas and skills. We value diversity and welcome interest from all sections of the community. We aim to ensure that people with disabilities are given an equal opportunity to become Community Sponsorship volunteers. In so doing, we will fully consider making reasonable adjustments to operating practices, equipment and premises to ensure that a disabled person is not put at a substantial disadvantage due to their disability. In addition, where someone becomes disabled, every effort will be made, through reasonable adjustment, retraining or redeployment as appropriate, to enable them to remain in the service of our scheme.

Appointment to a specific role within the scheme will be determined by personal merit and suitability, in context with our missionary purpose and goals. All applicants will be recruited through the same safe recruitment procedures.

As part of our commitment to ensuring that children, young people and adults are kept safe from harm, we will apply robust selection and appointment processes to anybody who is applying to a role that gives them direct access to children or adults. Where the role is eligible for a criminal record check, we will not make any appointment to the role until a satisfactory DBS disclosure has been received. If subsequent to appointment, the appointee is convicted of an offence, allegations are made or safeguarding concerns arise, the appointee is required to inform the Lead Sponsor's Safeguarding Lead so that interim safeguarding arrangements can be made.

Stage 1 – Pre-selection and appointment

For all volunteer recruitment to the scheme, the need for the appointment and the nature of the role will be clarified and confirmed by the Community Sponsorship coordinator for the Lead Sponsor (Heather Hauschild, COO, Catholic Diocese of Portsmouth) along with the applicable safe recruitment procedures, including DBS disclosure, for the role applied for.

Where a DBS disclosure is required, applicants will be provided with the [Policy Statement on the Recruitment of Ex-Offenders](#)

The role description will include:

- a summary description of the work that reflects the specific nature of the role;
- the specific aspect of the role that justifies the requirement for a DBS Disclosure (where appropriate);
- a list of responsibilities, including the responsibility to become familiar with the policies and procedures of our scheme;
- *the duty to create a safe environment and to promote safe practice, minimise all risks of abuse and act to report concerns and/or allegations.*

The applicant must complete a Volunteer Registration Form that has been approved for use by their Lead Sponsor. The applicant will be asked to confirm their eligibility to volunteer in the UK and provide the details of two referees from whom permission has been obtained for the purpose of providing a reference.

The applicant must also complete a self-declaration in respect of any currently ongoing criminal proceedings or investigations and/or any previous criminal convictions or cautions.

Stage 2 – Interview/formal discussion

Volunteers applying for key roles, such as Project Lead and Safeguarding Lead, may be required to attend an interview or formal discussion to assess their suitability for the role, including experience and skills, motivation and attitude. The interview/formal discussion will also be used to inform the applicant about the requirements of the role, expectations, time-commitment, training and support provisions.

Verification of identity

This will take place either at interview/formal discussion or as part of the DBS application process. For roles that are not eligible for DBS Disclosure, the appointing person should verify the identity of the applicant in line with the [DBS identity verification guidelines](#) and using this form for [DBS3a-CONFIRMATION-OF-IDENTITY-UK-or-EEA-or-Volunteers](#) in the UK or EEA, or this form for [DBS3b - applicants from outside the UK or EEA \(not volunteers\)](#).

For roles that are eligible for DBS disclosure, identity will be verified as part of the DBS application process that will be conducted by the Lead Sponsor or applicable Diocesan safeguarding office for the project.

Uptake of satisfactory references

Two references will be sought (from referees other than relatives or the current Parish Priest or Deacon) directly from the referees using the applicable Volunteer Reference Form. Generic references or those addressed for example "to whom it may concern" will not be accepted.

References will be checked to ensure they are authentic, and will be followed up with the referee by telephone or face to face discussion where there are doubts about authenticity, or where there are negative or ambiguous statements, or gaps in the information provided that indicate further information is required, or inconsistent information that requires clarification.

Where they are not the same person, the Lead Sponsor Safeguarding Coordinator will consult with the Diocesan Safeguarding Coordinator, and vice versa where applicable, in relation to any safeguarding concerns that arise on a reference, for example if an individual is a volunteer for the Community Sponsorship Scheme as well as within a parish.

DBS Disclosure

The Lead Sponsor has overall responsibility for ensuring appropriate criminal record and other background checks are undertaken, including checks via the Disclosure & Barring Service (DBS), for all scheme volunteers. DBS checks are usually undertaken by the Lead Sponsor. However, where the Lead Sponsor is a separate charity from the Catholic Diocese in which the scheme operates, or the Lead Sponsor is a Caritas initiative of the Diocese itself, the Diocesan safeguarding team may undertake the appropriate DBS checks on behalf of the Lead Sponsor, provided this is by mutual agreement.

DBS disclosure applications for Community Sponsorship Scheme for Refugees will be processed by the Safeguarding Office, Catholic Diocese of Portsmouth.

The need for the appropriate level of criminal record check for each volunteer will be determined in accordance with the national role list (See Appendices A&B) for Catholic Community Sponsorship Schemes.

Where necessary, the Lead Sponsor will consult with the Diocesan Safeguarding Coordinator and/or the Catholic Safeguarding Advisory Service (CSAS), which is the DBS Registered Body used by Catholic Dioceses for the processing of DBS applications. The applicant will be required to give their prior consent to the processing of a DBS application using the DBS17 Form in the [CSAS national safeguarding procedures forms library](#)

The DBS application process will only commence once the need for the role, and the potential suitability of the prospective volunteer, has been provisionally confirmed by the Lead Sponsor. Where DBS checks are to be carried out by the Diocesan safeguarding team, the CSAS National Database will be checked before any new application is made to the DBS to determine whether an existing suitable check has already been made and whether relevant risk information is available. The details of any new application will be added to the National Database.

Self-disclosure of convictions

In accordance with the DBS Code of Practice, anyone seeking to work with children or adults, whether in a paid or unpaid capacity, must be provided with an opportunity to self-disclose

relevant conviction information. Self-disclosure would normally be included within the applicable Volunteer Registration Form for the project.

The Lead Sponsor's Safeguarding Lead, in consultation with the Diocesan Safeguarding Coordinator, may discuss the content of any self-disclosure with the volunteer applicant before proceeding with the DBS disclosure application. The Lead Sponsor's Safeguarding Lead/Safeguarding Coordinator may make a recommendation to the Lead Sponsor Coordinator for the scheme, in respect of proceeding further with the appointment.

The Catholic Safeguarding Advisory Service (CSAS) can be contacted for advice in the event there is uncertainty about how to proceed in light of information declared on a safeguarding self-declaration form.

Disclosure results

Once a Disclosure application has been processed by the DBS, the Disclosure certificate will be sent to the applicant directly from the DBS.

For paper applications (applications not processed via E-bulk) the applicant must provide the original certificate to the Lead Sponsor, or where applicable the Diocesan Safeguarding Coordinator, who will advise the Project Lead whether they can proceed with the appointment.

E-bulk applications are notified electronically to the Lead Sponsor, or Diocesan safeguarding office where applicable, when they have been completed by the DBS, and the disclosure outcome will also be made available electronically. If the electronic notification of the outcome is 'clear' then there is no need to see the original certificate and the Lead Sponsor or Diocesan Safeguarding Coordinator will advise that the appointment can proceed.

If the electronic notification of the outcome advises that the original certificate must be seen, then the applicant must submit the original certificate to the Lead Sponsor, or Diocesan Safeguarding Coordinator if applicable.

Whether a paper or E-bulk application, if the disclosure certificate is blemished, the Lead Sponsor's Safeguarding Lead or Diocesan Safeguarding Coordinator will risk assess the content and make a recommendation about the appointment. Where the Lead Sponsor is not the Diocese, they will consult with the Diocesan Safeguarding Coordinator wherever potential concerns arise around the suitability of a volunteer.

Where it is necessary to see the DBS Disclosure Certificate, individuals must submit their original certificate to the Lead Sponsor or Diocesan safeguarding office within 28 days from the date of issue stated on the certificate and be asked to confirm the accuracy of the Disclosure information. Failure to submit the Disclosure to the counter-signatory within this timeframe will require that a new Disclosure application be completed because the accuracy of the former Disclosure will not be assured after 28 days.

The applicant will be notified by the Lead Sponsor or Diocesan Safeguarding Coordinator that they cannot commence in the role until the disclosure has been further assessed and reviewed and a final appointment decision reached.

Where the disclosure certificate provides information that suggests the individual might be a risk to children or adults as a consequence of their involvement with the scheme, the Lead Sponsor Safeguarding Coordinator will consider what other actions need to be taken in consultation with the Diocesan Safeguarding Coordinator.

Conviction information will be assessed in accordance with the national safeguarding policy and procedures for managing [blemished SSDs and disclosure certificates](#).

Stage 3 – Appointment

Appointments will **not** be confirmed until a satisfactory DBS Disclosure has been received.

Volunteers are required to sign a Volunteer Agreement to indicate that they have received and understood their job/role description and Volunteer Handbook. This will include a signed Memorandum of Understanding ('MoU') between the Lead Sponsor and the Community Sponsorship group for which they are a volunteer. The Volunteer Agreement will also confirm that the volunteer agrees to adhere to the MoU, including familiarisation and compliance with all applicable safeguarding and all other policies and procedures as set out in the Volunteer Handbook.

Volunteer Agreements and signed MoUs will be retained by the Lead Sponsor for the lifetime of the project.

7. TRAINING

All volunteers and paid roles participating in our scheme who have direct contact with children and adults, are required to complete the free EduCare national training to inform and support their practice.

Depending on the role, different levels of awareness of safeguarding practice will be required:

- if the role involves contact with or access to children and young people or their information, **the Safeguarding Children & Young People e-Learning Pathway must be followed;**
- if the role involves contact with or access to adults at risk, **the Adults at Risk e-Learning Pathway should be followed;**
- if the role involves contact with or access to both children & young people **and** adults at risk, including access to their information, **both e-Learning Pathways should be followed concurrently.**

In addition, all roles will be required to complete the Home Office's e-learning training on Prevent:

<https://www.elearning.prevent.homeoffice.gov.uk/edu/screen1.html>

For further information about protecting people from radicalisation and PREVENT, see **Appendix C**.

All roles are also advised to be aware of Home Office guidance in relation to individuals who may be at risk of being drawn into Serious & Organised Crime:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/408585/6_162_HO_SOC_PI_Guidance_Mar2015_v10_FINAL_270215_WEB_2_.pdf

In addition to online training, volunteers in lead roles will be required to attend locally arranged resettlement training delivered by Resettlement Communities & Refugees, including modules on cultural awareness and on scenarios common to working with resettled refugees.

The Lead Sponsor or Diocesan Safeguarding office will also deliver, or make available, face-to-face basic safeguarding training for Community Sponsorship volunteers, prior to them working with refugee families.

8. INFORMATION SHARING & DATA PROTECTION

Confidentiality

Volunteers may, in the course of fulfilling their role, become aware of personal or other confidential information, some of which may fall within the scope of the General Data Protection Regulation (2016) and the Data Protection Act (2018). The confidentiality of this information must be respected by all volunteers.

Volunteers must not use information obtained in the course of their work for personal gain or benefit, nor should they pass it on to others who might use it in such a way.

Confidentiality and reporting concerns and allegations

When a report is made about risks of harm to a child or an adult, the person making the allegation or raising the concern is often concerned to do so 'in confidence'. It needs to be made clear that full confidentiality can never be promised. It is important to explain why, as well as how the information that is about to be shared will be managed.

Reassurance should be given that the information will be shared only with people who need to know, and only in order to take action to intervene and protect the child or adult.

Additionally, reassurance about the security of records and the security of the information sharing process and record keeping should be given.

Refugee families should be provided with a Data Consent Form within one week of their arrival in the UK. The Data Consent Form sets out what family members can expect to be done with their personal information, and will require families' signed consent for their personal information to be recorded, including via daily or regular online log reports that will be held securely and may be shared, where strictly necessary in the family's best interests, with external agencies.

Confidentiality is often confused with secrecy and remaining anonymous in reporting and referring concerns or allegations. Anonymity can be agreed where the report is coming from a parishioner or other member of the local community and is being passed to the statutory authorities via the Safeguarding Coordinator, but only and in agreement with the statutory authorities e.g. the Police or Children's Social Care Services /Adult Social Care Services. Total anonymity cannot be agreed as the circumstances may develop into a criminal process.

If there are concerns about the safety of the person reporting, this must be clearly recorded and taken into full account when reaching an agreement with the Social Care Services and the Police.

Where a person in a formal role within the Lead Sponsor organisation or the Church raises a concern or reports an allegation, they cannot do so anonymously.

Information Sharing

The general principle is that the subject's informed consent will always be sought for the sharing of information pursuant to delivery of the scheme. The exceptions to this include where to seek consent would:

- place the child or others at increased risk of Significant Harm, or
- place an adult at significant risk of serious harm, or
- undermine the prevention, detection or prosecution of a serious crime (i.e. any crime which causes or is likely to cause Significant Harm to a child or serious harm to an adult or which involves dishonesty, unfitness or incompetence, or other seriously improper conduct), or
- undermine the ability to seek legal advice or enable others to seek legal advice or conduct legal or other regulatory proceedings.

This may be the case where making a referral to Children's Social Care Services, Adult Social Care Services or the Police.

The safety and welfare of a child or an adult must be the primary consideration when making decisions on whether to share information about the child or adult. Where there is concern that the child has suffered, or is likely to suffer Significant Harm, the child's safety and welfare must be the overriding consideration. Similarly, where there are concerns about the safety of

an adult, their welfare takes precedence and information must be shared where a crime is suspected.

Where information is shared, those doing so must ensure it is accurate and up-to-date, necessary for the purpose for which they are sharing it, minimised, shared only with those people who need to see it, and shared securely.

- before sharing information, the following questions should be considered. Does the person:
 - need to know the information?
 - need to know *all* the information?
 - for what purpose does the person need to know the information?

9. WORKING WITH FAMILIES

All visits to families will be scheduled, and the family will know who is due to visit, when they are visiting and the purpose of the visit.

Scheme volunteers are not permitted to make unscheduled visits to families without the prior agreement of the Lead Sponsor Coordinator and must adhere to any specific conditions required by the Lead Sponsor when giving their consent for unscheduled or informal visits.

Home visiting and community visits

Volunteers are required to abide by the Code of Conduct that has been approved for use with their project by the Lead Sponsor Coordinator, both in every interaction with families and in scheme activities more broadly.

To safeguard the interests of family members and volunteers, at the outset all visits are to be made in pairs, and this will continue for a *minimum* of two calendar months from the family's arrival date.

This may be reviewed at an appropriate juncture thereafter, but only with the agreement of the Lead Sponsor and at their sole discretion. Lead Sponsor consent for visits by lone volunteers will be subject to a full Risk Assessment, and volunteers must adhere to any specific conditions as required by the Lead Sponsor when making lone volunteer visits.

In exceptional circumstances, it may be necessary for an individual volunteer to visit the family alone within the first two months. Any such visit, or series of visits, should only be made after a need-specific Risk Assessment has been undertaken by the Lead Sponsor Safeguarding Lead, and following their agreement and that of the Lead Sponsor Coordinator.

A written record must be made of the decision of the Lead Sponsor Coordinator, and the log record for all such visits must make clear that the visit was made by an individual rather than a pair. If circumstances or arrangements change, the situation should be subject to a further Risk Assessment by the Lead Sponsor Safeguarding Lead.

Children should be chaperoned by their parent so that they are not in a 1:1 situation with volunteers.

It is recognised that for religious and cultural reasons, opposite-gender visiting may not be appropriate in some instances. Volunteers are expected to be sensitive to this and ensure that wherever necessary same-gender only visits will be undertaken.

Financial Gain

Any gifts from families must be immediately notified to the CS Project Lead and must be handled in accordance with the approved Code of Conduct for the project.

Individual volunteers must not receive any material or monetary gain from their activity as a volunteer. It is inappropriate to take any form of personal payment for services, or to benefit personally from significant gifts from the resettled family. Receipt by any volunteer of payments or "significant" gifts from a resettled family member will result in a safeguarding investigation.

If the resettled family expresses a wish to make a gift to a volunteer then the volunteer should encourage the family member to pray for them, their family and for our scheme instead.

Where a low value gift is received that it would seem churlish to return, such as a box of chocolates or pot plant etc., this should be accepted but declared on the log report for that visit, shared with the CS group as a whole and minuted at the next CS group meeting. Money should never be accepted. Any gift of greater value than £20 would generally be considered "significant".

Families Sending Money to Family Members Abroad

Sponsors should be aware that there are security and safeguarding concerns around families sending money back home to relatives, particularly in the Middle East and North Africa (MENA) region and other conflict zones and volatile regions around the world. Volunteers are required to be particularly vigilant to the issue. If families want to send money to their relatives overseas, volunteers should explain to them that this must not be to the detriment of meeting their own family's needs here in the UK. Families must also be advised to use regulated legal money transfer processes only. Sponsors should contact their Home Office Contact Officer for advice or if they have any concerns.

Online Log Reports

Volunteers are required to complete a secure online log report after every visit to or other planned interaction with the resettled family. A log report is required for all visits to the family home, as well as all external appointments or other planned activities with the family e.g. shopping, bank, Jobcentre Plus, GP surgery. Basic factual information only is required in the log report. In the event of a safeguarding incident or concern arising during the visit or interaction, the appropriate safeguarding escalation procedures should be followed, including completion of a separate safeguarding incident report form (IRF) where advised by the Lead Sponsor Safeguarding Lead or Diocesan Safeguarding Coordinator. In those circumstances, the log report should briefly refer to the incident or concern and confirm that a separate IRF has been completed, and by whom, with full details of the incident or concern.

10. HEALTH & SAFETY

The Lead Sponsor has overall responsibility for health and safety, and for ensuring that all schemes for which they act as Lead Sponsor comply with their legal responsibilities.

It is the duty of the Lead Sponsor and their registered volunteers to adhere to the applicable Health & Safety policy and procedures, and the Lead Sponsor is responsible for ensuring the necessary funds and resources are provided in order to fulfil its legal responsibilities.

The Lead Sponsor, their paid staff and volunteers shall be committed to ensuring all their interventions with families are safe, and will do whatever they can to ensure the health, safety and welfare of families and volunteers, as well as any visitors to families and Community Sponsors pursuant to the scheme, including ensuring any potential risks are identified and minimised.

For more information about Health and Safety Legislation follow this link:

[Health and Safety at Work etc Act 1974 - legislation explained](#)

Risk Assessment

Risk Assessments are an integral part of creating safe environments. A risk assessment is a written evaluation of what might cause harm to people and the steps being taken to prevent harm.

When planning support for a family, a risk assessment for the project will be completed and brought to the attention of all volunteers, who will also be made aware of their areas of responsibility, relevant health and safety procedures and safeguarding procedures.

Risk Assessments will be completed by the Lead Sponsor Safeguarding Lead in consultation with the Lead Sponsor Coordinator, and will take account of the following:

- types of activity;
- premises where support is being provided – health and safety; fire safety;
- equipment;
- transport;
- participants;
- volunteer to family ratios;
- procedures;
- financial risk;
- contingency and emergency planning.

In the absence of an existing Risk Assessment form, templates and further information can be obtained from <http://www.hse.gov.uk/risk/index.htm>

The Lead Sponsor Safeguarding Lead will ensure that the premises where support is being provided and interventions with the family are risk assessed in line with current relevant legislation. Completed Risk Assessments will be reviewed annually, and additional Risk Assessments will be made in the event of any:

- significant incident that suggests a change in practice is required;
- change in legislation;
- change of premises;
- significant changes in work carried out;
- transfer to new technology; or
- other reason that warrants a new Risk Assessment;
- other reason that renders the previous Risk Assessment invalid;

Reporting health and safety concerns

Volunteers are expected to work safely and take care of themselves and others who may be affected by their actions or omissions.

Volunteers must report all unsafe situations, accidents or near-misses to the Lead Sponsor Coordinator, who will ensure a record is made in the Lead Sponsor's accident/incident book.

If the matter is not resolved, the concern must be escalated to the Lead Sponsor Safeguarding Lead.

11. FORMS OF CONTACT WITH FAMILIES

Use of interpreters

Face-to-face and telephone communication between volunteers and the resettled family should be facilitated either via a professional interpreting service or via a local interpreter who is known to the volunteers, is a registered Lead Sponsor volunteer and has undergone the necessary safe recruitment procedures, including a cleared enhanced DBS for child workforce.

It is essential that interpreters are asked to only translate back and forth, and not to offer their own views or interpretations of what was said by a family member or a scheme volunteer. Interpreters should be clear that any information gleaned about family members and volunteers during the course of their engagement with the scheme must be treated in strictest confidentiality. This is particularly the case where knowledge of the family's circumstances would put them at risk in any way.

All interpreters will be required to sign a Confidentiality Agreement before they engage with families and volunteers as an interpreter under the scheme. Professional interpreting services will normally have their own Confidentiality Agreement in place for all interpreters. Evidence of this must be checked prior to using their services.

Social engagement

Social engagement is an integral part of volunteer activity under the scheme. We recognise that in supporting resettlement and integration, it may be appropriate for volunteers to participate in social visits or activities with families, outside of volunteering duties undertaken during the 2-year lifetime of the project. Any social contact outside of the scheme between families and volunteers should be discussed by the group and agreed with the Project Lead. Care must be taken to differentiate between volunteer activity as part of the scheme, and social contact outside of the scheme.

Socialising visits or outings with the resettled family, either in the community or the volunteer's own home, are not part of the expectations or required commitment to the scheme. If volunteers choose to socialise with the family in this way, this must be recorded on the official reporting log system as 'personal activity', to differentiate it from scheme organised activity. During these privately organised activities, the volunteer is acting for himself/herself, is not insured through the scheme and may be personally liable for any claims made. *Note to individual schemes – you are strongly advised to check the insurance situation with your individual insurers.*

Similarly, socialising with the family in their own home is a non-volunteer activity and not part of our Community Sponsorship expectations/commitments. If volunteers are invited and

choose to socialise with the family in the family's home, this must be recorded on the official reporting log system as 'personal activity' in order not to clash with formal aspects of the scheme's work.

During these privately organised activities, the volunteer is acting for himself/herself, is not insured through the scheme and may be personally liable for any claims made. *Note to individual schemes – you are strongly advised to check the insurance situation with your individual insurers.*

Families must be made aware that they are not obliged to encourage or agree to any social visits or outings, outside of the formal scheme arrangements, and that they can cease such contacts at any time.

Personal contact via social media must be distinct from any scheme organised social media contact arrangements, so as to clearly differentiate for the family what is being organised under the auspices of the scheme and what is being privately arranged with individuals. Private social media contact must always be appropriate e.g. not sexualised, not include profane language, and never between an adult and a child.

Physical contact between volunteers and children

Physical contact must be strictly limited to social and cultural norms for formal social engagement, such as the shaking of hands only with a family member of the opposite gender.

Any physical contact should always take account of cultural and religious needs. For example, it may be inappropriate in some cultures for men and women to touch at all.

There are circumstances where touch may be unavoidable such as needing to support someone with mobility issues, or when a child initiates minor and fleeting physical contact, such as touching your hand while giving you something. However, volunteers must not initiate physical contact, and wherever possible should conduct activities with a family member where they can be seen by others.

Situations such as first aid or the prevention of imminent injury may warrant increased physical contact. In these situations, a clear record of the treatment administered must be made on the reporting log system.

Volunteers must not undertake any intimate care of a child, vulnerable adult or any member of the resettled family, nor be present when the children or any members of the family are in a state of undress, except where this is a normal aspect of a scheduled event such as a swimming trip, and must avoid any physical contact with family members in such circumstances.

If a child seeks inappropriate physical contact from a volunteer, it is the responsibility of the volunteer to sensitively deter the child and help them understand the importance of personal boundaries.

Physical contact between volunteers and adults

If you are helping, comforting or reassuring an adult who is in distress and this requires physical contact, always ask for permission first, remain self-aware at all times and ensure that the contact is not threatening, intrusive or subject to misinterpretation. Record and minute any situation that may give rise to concern.

If you are concerned about the physical contact between a volunteer and a member of the resettled family, you must talk to the Lead Sponsor Safeguarding Lead about your concerns. The Lead Sponsor Safeguarding Lead will consult with the Diocesan Safeguarding Coordinator where necessary.

Sexual contact

There are no circumstances in which it is acceptable for a volunteer to engage in sexual contact with any person within a resettled family.

Any form of sexual relationships with members of a family will be viewed as an abuse of trust. These will be reported to the police, and the accused person may face criminal prosecution under the Sexual Offences Act (2003) if the sexual contact is with a child, young person, or is considered vulnerable *or at risk*; even if the sexual contact begins after the child has turned 18 (the earlier relationship will be viewed as grooming).

Volunteers must not:

- have sexual relationships with children, young people and adults within the resettled family;
- have any form of communication with a child or young person or adult which could be interpreted as sexually suggestive or provocative;
- make any physical or sexual remarks to, or about, a child/young person or adult;
- discuss their own sexual relationships with or in the presence of children or young people or adults within the resettled family.

12. SUPPORTING PEOPLE WHO MAY BE EXPERIENCING DOMESTIC ABUSE & VIOLENCE

People experience domestic abuse regardless of their social group, class, ethnicity, age, disability or sexuality. Where domestic abuse occurs, it is entirely the responsibility of the abuser and there are no acceptable excuses.

Children in the family are also victims of domestic abuse, directly and indirectly. Section 120 of the Children and Adoption Act 2002 defines 'harm' to include 'impairment from seeing or hearing the ill-treatment of another'. Being a victim or witness of domestic abuse can have a severe effect on a child's behaviour, health and educational attainment, including low self-esteem, withdrawal or anxiety, and behavioural problems, being overly anxious to please and unnaturally well-behaved.

Children are often more aware of the abuse than their parents realise.

In nearly all scenarios there are steps that can be taken to increase safety for the survivor and other members of the household, such as children, who may be affected.

If you become aware that someone in the resettled family is experiencing domestic violence or abuse, then a response is always required.

Where there are children in the household, you must bring your concerns to the attention of the Lead Sponsor Safeguarding Lead, who will consult with the Diocesan Safeguarding Coordinator, if a different person, in relation to reporting the concerns to the statutory authorities.

This report must be made by the Lead Sponsor Safeguarding Lead or the Diocesan Safeguarding Coordinator, where there is reasonable cause to believe that a child or young person may be suffering or may be at risk of suffering significant harm.

Recognising domestic violence and abuse

Domestic violent and abusive behaviour covers a broad remit and can be:

- physical such as, hitting, pushing, retraining, kicking, punching, imprisoning, forced use or removal of drugs/medication, assault with implements, etc. Domestic abuse also refers to 'female genital mutilation', forced marriage and 'honour'-based violence;
- psychological such as, blaming, demeaning, shouting, frightening, ignoring, humiliating, threatening harm to children, using the children as a weapon, ridiculing appearance and skills, setting rules about sleep, leisure time, contact with others, isolating from family and friends, threatening suicide or self-harm, and 'gaslighting' (manipulating someone by psychological means into doubting their own sanity);
- financial such as, illegal or unauthorised use of someone's property, money, keeping in poverty, demanding to know what they spend, taking over finances etc;
- sexual such as, forcing sexual activity without consent, sexual name calling, imposition of dress codes, knowingly passing on sexually transmitted infections, involving partner in sex trade or pornography etc.
- neglect such as depriving someone of food, shelter, access to medical care etc;
- spiritual such as not allowing worship, using faith as a weapon for abuser's personal pleasure or gain, using religious teaching to justify abuse or to compel forgiveness.

Guidance on supporting someone experience domestic violence or abuse

- talk to the person and help them to open up. You may have to try several times before they will confide in you;
- try to be direct and start by saying something like, “I’m worried about you because” or “I’m concerned about your safety...”;
- do not judge the person;
- listen to and believe what the person tells you – too often people do not believe the person when they first disclose abuse;
- reassure the person that the abuse is not their fault and that you are there for them;
- if the person has not spoken to anyone else, encourage them to seek the help of a local domestic violence agency that understands what they are going through and offers specialist support and advice;
- do not tell the person to leave or criticise them for staying. Although you may want the person to leave, they have to make that decision in their own time (research shows an abused woman is at most risk at the point of separation and immediately after leaving an abusive partner). Leaving takes a great deal of strength and courage. An abused person can face huge obstacles such as nowhere to go, no money and no-one to turn to for support;
- talk about how the person can keep themselves and their children safe;
- talk about how it is not children’s responsibility to protect their parent, but in an emergency, they could call for help from the police, go to a neighbour, or a relative or someone they trust;
- suggest a code word or action that is only known to the person and somebody who is supporting them so they can signal when they are in danger and cannot access help themselves;
- find out information about local services and suggest they identify somebody that can keep spare sets of keys or important documents, such as passports and benefit books in a safe place so that they can access them quickly in an emergency;
- focus on supporting the person and building their self-confidence;
- acknowledge their strengths and frequently remind them that they are coping well with a challenging and stressful situation;
- where appropriate, provide religious guidance emphasising aspects of our Catholic faith which prioritise equality, the dignity of our lives, the rights to be free of violence and intimidation;
- be patient; it can take time for someone to recognise that they are being abused and even longer to take be able to take safe and permanent decisions about what to do. Recognising the problem is an important first step.

Privacy and Confidentiality

It is important to create safe times and places for people to have an opportunity to talk about what is happening to them. When a report is made about risks of harm to a child or an adult the person making the allegation or raising the concern is often concerned to do so 'in confidence'. It needs to be made clear that full confidentiality can never be promised. Reassurance should be given that the information will be shared only with people who need to know in order to take action to intervene and protect the child or adult.

Protection in the Family Court

If an individual needs to apply for court action to prevent abuse ongoing, there are two types of injunctions that they can apply for in the Family Courts:

- 1) an occupation order to exclude someone from their home
- 2) a non-molestation order to prevent someone from being violent, threatening violence, harassing or intimidating them

The thresholds are high for these orders so victims and survivors may need to be supported in producing appropriate evidence for the authorities.

For advice about eligibility for and support in seeking these, the individual should contact the National Centre for Domestic Violence.

13. MANAGEMENT OF CONCERNS & ALLEGATIONS

Concerns and allegations must be reported to the Lead Sponsor Safeguarding Lead using the referral form at **Appendix D** the same day that the information is received by the volunteer.

If a safeguarding referral form is to be completed via e-mail the referral form must be encrypted with a password, for security reasons, with the password also being provided to the DSO via a separate method e.g. text message or over the phone

The Lead Sponsor Safeguarding Lead is responsible for sending a copy of the referral form to the Diocesan Safeguarding Coordinator, if a different person.

Children – management of concerns and allegations arising within the family

Where there is concern that a child might be suffering or is suffering from significant harm then a referral must be made to the Local Authority Children's Services Department which has a duty to find out whether there are grounds for concern that a child may be suffering or is at risk of suffering significant harm and deciding what action should be taken.

It is always good practice to seek consent from parents to share information with the local authority, but where it is considered that the child is suffering or likely to suffer significant harm, consent is not required by law. Consent should not be sought where to do so, could place the child at further risk of harm or compromise a police investigation. Examples of these circumstances include but are not limited to:

- allegations of sexual abuse by parents;
- suspicions of fabricated or induced illness by parents;
- concerns about 'honour' based violence such as forced marriage and female genital mutilation.

Working Together 2018 requires that settings refer safeguarding concerns to local authorities before they reach crisis point and request early intervention or early help support. The aim is to prevent escalation of problems to significant harm and child protection.

Unlike child protection referrals, these early intervention concerns do require the consent of families prior to referral.

If you are concerned about the welfare of a child within a resettled family, you must immediately discuss this with the Lead Sponsor Safeguarding Lead who will consult with the Diocesan Safeguarding Coordinator, if a different person, in respect of making a referral to the statutory authorities.

If a child is at immediate risk of harm a referral should be made directly to the Police and you must inform the Lead Sponsor Safeguarding Lead as soon as possible afterwards but within the same day.

Children – management of concerns and allegations in respect of all roles supporting the scheme

It is the policy of the Catholic Diocese of Portsmouth to report to the statutory authorities, all allegations of abuse made against those working in the name of the Church, regardless of whether the allegations or concerns relate to a person's behaviour in relation to their role within the Church or within another setting.

This procedure must be applied in all situations where it is alleged that somebody involved in the Community Sponsorship Scheme, whether as a member of a Catholic community or as someone engaged by a Diocese or by a member charity of Caritas Social Action Network, on either a voluntary or paid basis:

- has behaved in a way that has harmed or may have harmed a child;
- may have committed a criminal offence against or related to a child; or
- has or may have behaved towards a child in a way that indicates they may pose a risk of harm to children.

Allegations or concerns may be about current events or something that happened in the past but is only now being reported. In either case, the response must be the same. This is particularly necessary as events in the past may have current relevance to the safety of others that might need protecting.

When a person's conduct towards a child may impact on their suitability to work with or continue to work with children, this must be referred to the local authority's designated officer (LADO) for safeguarding children. If the accused person is deceased, the LADO must still be informed because the allegation may have implications for others who continue to work with children e.g. a spouse who may have been aware of the alleged abuse but did not take action to report the matter. Where it is believed that a criminal offence may have taken place, the matter must also be referred to the Police, regardless of whether the accused person is living or deceased.

If concerns are raised or allegations are made, the person receiving the information should observe the following practice:

- listen to the information and acknowledge what is heard without passing judgement or minimising the information;
- do not put words into the child's mouth;
- take into account the child's age and level of understanding, their culture and use of language;
- do not interrogate the child but be calm and reassuring;
- do not make promises you cannot keep e.g. not to tell anyone else;
- explain what you will do next;
- tell the child who you will need to contact i.e. the Lead Sponsor Safeguarding Lead
- do not promise total confidentiality but explain that the information will be treated with great care and, where necessary to safeguard the child or others, the information may be shared appropriately with others who need to know;
- make careful notes as soon as you can and include dates, times of the incident and when the recording was made, who was present and sign the notes. Also make sure the form or notes are kept securely;
- provide the child with some means to contact you and be clear about how and when you will contact them to feed back what will happen next;
- never leave a child to wait to hear from someone, e.g. a Police officer or social worker, without any idea of timescale;
- do not contact the adult about whom the concerns are being raised to tell them about the information, you could be putting a child or other adult in danger, e.g. where there is domestic violence taking place, and/or prejudice any form of investigation.

Procedure for dealing with a concern or an allegation

Ruth Attfield, Diocesan Safeguarding Co-ordinator
Catholic Diocese of Portsmouth
St Edmund's House, Bishop Crispian Way, Portsmouth PO1 3QA, United Kingdom
Telephone: +44 (0)23 94216486
Email: rattfield@portsmouthdiocese.org.uk

If a child is at immediate risk of harm, a referral should be made directly to the Police and the following reporting processes followed as soon as possible afterwards.

In cases where the child is not considered to be at immediate risk of harm, the person receiving the information about alleged harm must discuss the matter with the Lead Sponsor Safeguarding Lead. Where the Diocesan Safeguarding Coordinator is not the same person, they must also be consulted by the Lead Sponsor Safeguarding Lead, as soon as possible but always within one working day. If the Lead Sponsor Safeguarding Lead or their delegate cannot be contacted, the information must be passed directly to the Diocesan Safeguarding Coordinator or their delegate. If the Diocesan Safeguarding Coordinator or their delegate is not available for discussion that day, the Lead Sponsor Safeguarding Lead must contact the Diocesan Safeguarding Commission Chair or Vice-Chair and advise the Diocesan Safeguarding Coordinator as soon as they are able to contact them.

The person about whom the allegation is made must not be informed or contacted about the matter until such time that the statutory authorities have agreed this.

A decision will be taken by the Lead Sponsor Safeguarding Lead, in consultation with the Diocesan Safeguarding Coordinator if a different person, and where appropriate the statutory authorities, as to whether the role holder needs to be stood aside from their role whilst an investigation takes place. The role holder will be informed of this decision by Lead Sponsor Safeguarding Lead.

Allegations about conduct that do not meet the threshold for implementing safeguarding procedures

Concerns about conduct which do not meet the criteria for referral to statutory agencies must be referred to the Lead Sponsor Safeguarding Lead for consideration as to whether any further action is required to address the matter. Consideration must always be given to whether it is necessary to notify the Diocesan Safeguarding Coordinator, if a different person, where the individual is linked to a parish or Catholic organisation within the diocese.

The national policy and procedure for the management of allegations and concerns can be found here: [Children - management of allegations and concerns](#)

For more information about safeguarding within the Catholic Church in England and Wales visit: <https://www.csas.uk.net/safeguarding-resources/>

Adults – management of concerns and allegations in respect of all roles supporting the scheme

It is the policy of the Catholic Diocese of Portsmouth to report to the statutory authorities, all allegations of abuse made against those working in the name of the Church, regardless of whether the allegations or concerns relate to a person's behaviour in relation to their role within the Church or within another setting.

This procedure must be applied in all situations where it is alleged that somebody involved in the Community Sponsorship Scheme, whether as a member of a Catholic community or as someone engaged by a Diocese or by the Lead Sponsor, on either a voluntary or paid basis:

- has behaved in a way that has harmed or may have harmed an adult at risk;
- may have committed a criminal offence against or related to an adult at risk; or
- has or may have behaved towards an adult in a way that indicates they may pose a risk of harm to adults at risk.

Allegations or concerns may be about current events or something that happened in the past but are only now being reported. In either case, the response must be same.

This is particularly necessary as events in the past may have current relevance to the safety of others that might need protecting. When a person's conduct towards an adult at risk may impact on their suitability to work with or continue to work with adults, this must be referred to the local authority's designated officer for safeguarding adults.

If the accused person is deceased, the local authority's designated officer for safeguarding adults must still be informed because the allegation may have implications for others who work with adults at risk e.g. a spouse who may have been aware of the alleged abuse but did not take action to report the matter. Where it is believed that a criminal offence may have taken place, the matter must also be referred to the Police, regardless of whether the accused person is living or deceased.

If a concern or allegation is raised by the adult themselves, the person receiving the information should observe the following practice:

- listen and acknowledge what is being said without passing judgement or minimising the information;
- be reassuring and calm;
- be aware that the person's ability to recount their concern or allegation will depend on age, culture, language and communication skills and disability;
- do not promise full confidentiality;
- ask their consent to take up their concerns;
- explain what you will do next;
- if they do not agree consult with your Lead Sponsor Safeguarding Lead or Diocesan Safeguarding Coordinator;

- try to encourage and support them to share their information;
- give them your contact details and those of the Lead Sponsor Safeguarding Lead;
- give them a timescale for when and how you or the Lead Sponsor Safeguarding Lead will contact them again. Never leave an adult to wait to hear from someone, e.g. a Police officer or social worker, without any idea of timescale;
- do not contact the adult about whom the allegation or concerns are being raised to tell them about the information, you could be putting an adult in danger, e.g. where there is domestic violence taking place, and/or prejudice any investigation.

If the concerns or allegations are raised by another person or follow from observations made by a volunteer, make notes of the information and contact the Lead Sponsor Safeguarding Lead immediately. Where the Diocesan Safeguarding Coordinator is not the same person, they must also be consulted by the Lead Sponsor Safeguarding Lead, as soon as possible but always within one working day, about any further action to be taken.

If the information about abuse towards an adult is given by the abuser him or herself, the person who receives the information must make it clear to the person that the information must be passed to the Lead Sponsor Safeguarding Lead who will consult with the Diocesan Safeguarding Coordinator, if a different person, about any further action to be taken.

Consent from adults to make a referral to statutory agencies

If a competent adult explicitly refuses the making of a referral, the matter must be immediately referred to the Lead Sponsor Safeguarding Lead for consideration as to how to proceed. The Lead Sponsor Safeguarding Lead will consult with the Diocesan Safeguarding Coordinator, if a different person, about how to proceed.

The British Medical Association (BMA) adult safeguarding toolkit (2011) states that where a competent adult explicitly refuses any supporting intervention, this should normally be respected.

Exceptions to this may be where a criminal offence may have taken place or where there may be a significant risk of harm to a third party. If for example there may be an abusive adult in a position of authority in relation to other vulnerable adults it may be appropriate to breach confidentiality and disclose information to an appropriate authority. Information about the allegation and the alleged abuser can be shared without naming the alleged victim.

Statutory adult safeguarding duties apply whether or not the adult lacks mental capacity. If the adult has the mental capacity to make informed decisions about their safety and they do not want any action to be taken, this does not preclude the sharing of information with relevant professional colleagues. This is to enable professionals to assess the risk of harm and to be confident that the adult is not being unduly influenced, coerced or intimidated and is aware of all the options. This will also enable professionals to check the safety and validity of decisions made. In addition, consideration must be given to whether other adults, or children, might be

at risk. It is good practice to inform the adult that this action is being taken, unless doing so would increase the risk of harm.

Where there is risk to a child or another adult, adult safeguarding services should involve local authority children's safeguarding colleagues as well as any relevant partners e.g., Police, NHS or other persons relevant to the case.

Mental capacity

The Mental Capacity Act 2005 is a law that protects vulnerable people over the age of 16 around decision-making. It has 5 main principles that we must always operate under when working with adults at risk:

- a presumption of capacity;
- an effort to support decision-making in those at risk;
- a respect for the right of individuals to make decisions that we might consider to be unwise or wrong;
- always considering the individual's best interests, and
- always selecting the least restrictive option.

An adult is deemed to have mental capacity provided they can make their own decisions, including the ability to understand information given to them, and

- retain that information long enough to be able to make the decision;
- weigh up the information available to make the decision;
- communicate their decision – this could be by talking, using sign language or even simple muscle movements such as blinking an eye or squeezing a hand.

Concerns and allegations relating to adults who do not meet the statutory threshold for being considered as an 'adult at risk'

In addition to recognising the statutory threshold for determining that an individual is considered to be an 'adult at risk', the Church recognises that at different times and in different contexts, adults can be vulnerable.

Where allegations are made in relation to adults who are considered vulnerable but do not meet the statutory threshold, the matter should be referred to the Lead Sponsor Safeguarding Lead who will consult with the Diocesan Safeguarding Coordinator, if a different person, as to whether it is appropriate to implement the safeguarding procedures to address the matter.

Providing early help is more effective in promoting the welfare of an adult than reacting later. Early help means providing support as soon as a problem emerges, at any point in an adult's life. Early help can also prevent further problems arising.

Procedure for dealing with a concern or an allegation

If an adult at risk is at immediate risk of harm a referral should be made directly to the Police and the following reporting processes followed as soon as possible afterwards.

In cases where the adult is not considered to be at immediate risk of harm, the person receiving the information about alleged harm must discuss the matter with the Lead Sponsor Safeguarding Lead who will consult with the Diocesan Safeguarding Coordinator, if a different person, as soon as possible but always within one working day. If the scheme safeguarding lead cannot be contacted, the information must be passed directly to the Diocesan Safeguarding Coordinator or their delegate. If the Diocesan Safeguarding Coordinator or their delegate is not available for discussion that day, the Lead Sponsor Safeguarding Lead must contact the Diocesan Safeguarding Commission Chair or Vice-Chair and advise the Diocesan Safeguarding Coordinator as soon as they are able to contact them.

Diocesan Chair of Safeguarding Commission: Dr Richard John
Telephone: +44 (0)23 94216486
Email: rjohn@portsmouthdiocese.org.uk

The person about whom the allegation is made must not be informed or contacted about the matter until such time that the statutory authorities have agreed this.

A decision will be taken by the Lead Sponsor Safeguarding Lead, in consultation with the Diocesan Safeguarding Coordinator, if a different person, and where appropriate the statutory authorities, as to whether the role holder needs to be stood aside from their role whilst an investigation takes place. The role holder will be informed of this decision by the Lead Sponsor Safeguarding Lead.

Allegations about conduct that do not meet the threshold for implementing safeguarding procedures

Concerns about conduct which do not meet the criteria for referral to statutory agencies should be referred to the Lead Sponsor Safeguarding Lead for consideration as to whether any further action is required to address the matter. Where the Diocesan Safeguarding Coordinator is not the same person, consideration must always be given to whether it is necessary to notify them of the matter if the individual is linked to a parish or Catholic organisation within the diocese.

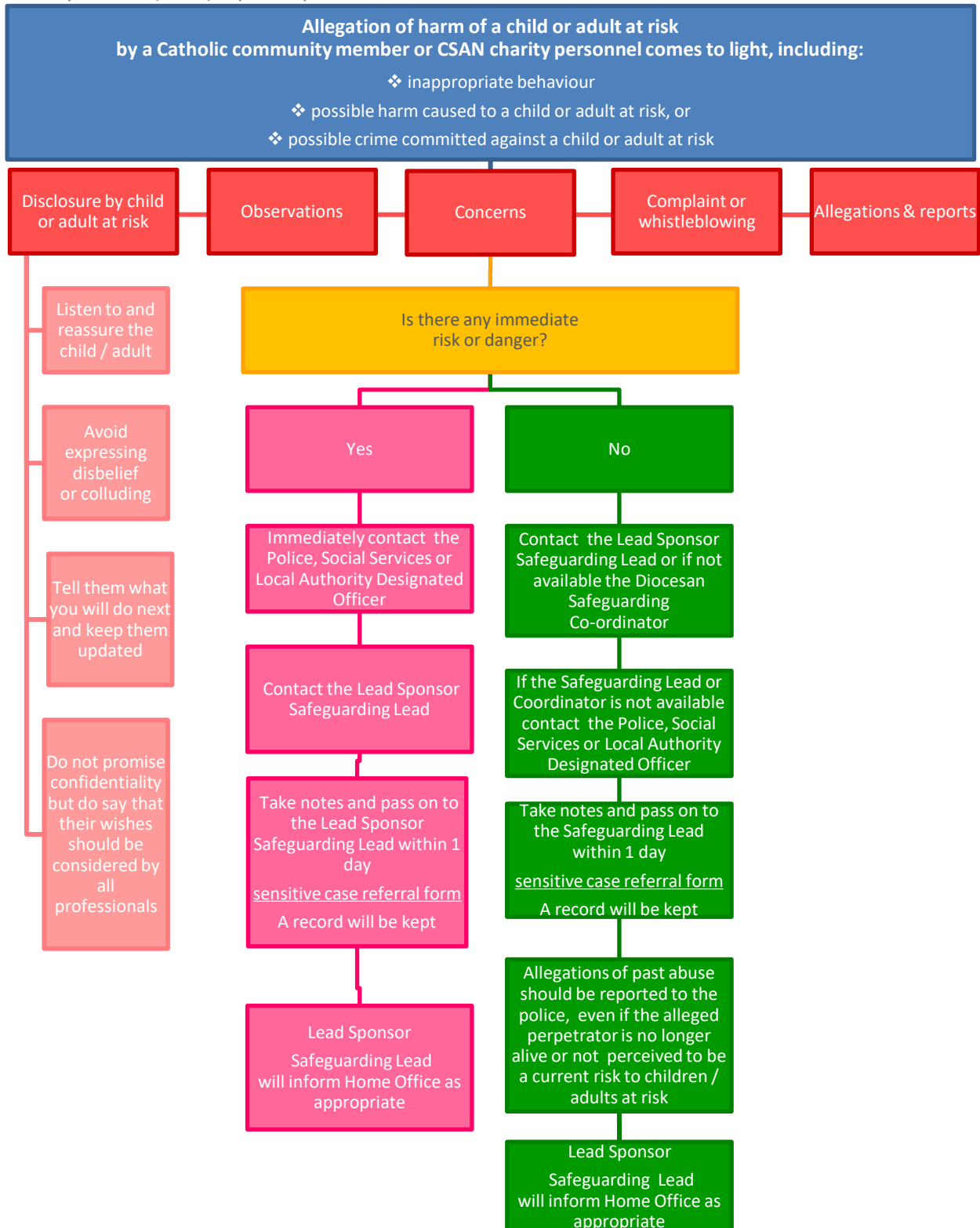
The national policy and procedure for the management of allegations and concerns can be found [here](#)

Adults - management of allegations and concerns

In all cases of child or adult abuse the Lead Sponsor Safeguarding Lead will inform the Home Office using the Cases of Interest notification form (see GUIDANCE ON MANAGING & REPORTING CASES OF INTEREST – p32).

14. FLOWCHART- RESPONDING TO ALLEGATIONS OF ABUSE OR CONCERNS ABOUT CHILDREN AND ADULTS AT RISK

All concerns must be brought to the Lead Sponsor Safeguarding Lead, who in turn will contact the Diocesan Safeguarding Coordinator, if not the same person. **Never delay taking action.** If you are unable to contact the Lead Sponsor Safeguarding Lead and/or Coordinator you can contact the Catholic Safeguarding Advisory Service (CSAS) if you require advice.



15. CASE RECORDING & RECORD-KEEPING

The person receiving the information about the allegation must make a detailed written record of what they have been told and by whom in addition to completing the Cases of interest notification form. This written record must be provided to the Lead Sponsor Safeguarding Lead by noon the following working day. The Lead Sponsor Safeguarding Lead is responsible for sharing information with the Diocesan Safeguarding Coordinator, where this is a different person.

Paper records must be kept securely in a locked filing cabinet and shared only with people who are entitled to have the information, in accordance with the requirements of the General Data Protection Regulation 2016 and the Data Protection Act 2018.

Standards for recording concerns or allegations

- when a disclosure or allegation is made in person, whenever possible and practical, notes are to be taken during the conversation;
- where it is not possible or appropriate to take notes at the time, a written record must be made as soon as possible afterwards and always before the end of the day, using the Safeguarding Incident Referral Form.
- the person making the disclosure or allegation must be advised at the time that a written record will be made and the importance of making a record of information must be explained;
- the person making the disclosure must be informed that they can have access to the record made in respect of their own information;
- the context and background leading to the disclosure must be recorded;
- as much information as possible must be recorded and fact, hearsay and opinion must be distinguished in the record. Assumptions and speculation are to be avoided;
- for all methods used to make a disclosure or allegation, the time, date, location, format of information e.g. letter, telephone call, direct contact and persons present must be recorded;
- records must be signed and dated by the person receiving the information;
- a log of actions must be maintained using [Form CM2 - case recording log](#) and times, dates and names of people contacted and spoken to as well as their contact details must be recorded;
- the log must include full details of referrals to the Children's or Adults' Social Care Services and the Police;
- where appropriate for the purpose of sharing information to protect others, all original records, including rough notes, must be provided by the Lead Sponsor Safeguarding Lead to the Diocesan Safeguarding Coordinator, if different, by noon the next working day;

- all records will be kept in a confidential and secure place and shared only in order to safeguard a child or adult at risk, in line with the information sharing protocol and requirements of the General Data Protection Regulation 2016 and the Data Protection Act 2018.

The monthly safeguarding monitoring return form (**Appendix F**) is completed monthly by the Lead Sponsor Safeguarding Lead for the purpose of tracking all safeguarding concerns and allegations and will be used to update Community Sponsorship group meetings.

16. GUIDANCE ON MANAGING AND REPORTING CASES OF INTEREST

The Full Community Sponsorship Agreement sets out a requirement to establish a process for managing and reporting Cases of Interest to the Secretary of State for the Home Department. Cases of Interest comprise any incidents involving members of a resettled family as a victim, perpetrator or observer, where the outcome or consequence is likely to result in:

- serious harm to any individual;
- significant impact on a community;
- significant impact on public confidence in the scheme;

The definition below relates specifically to cases that warrant a report to the Home Office under the Cases of Interest process. If you have concerns or need support on a case that does not meet this definition, you must speak to your Home Office Contact Officer and/or email the Community Sponsorship team, who will offer you the advice and support you need.

Definition of a Case of Interest

The Cases of Interest Process is designed to capture very serious cases. In most cases this is expected to be because a refugee has:

- been arrested for an offence involving violence; weapons; terrorism/extremism; sexual offences (criminality);
- been subjected to a hate crime (hate crimes);
- had a PREVENT referral made regarding them (PREVENT referral);
- suffered a serious negative impact (or perceives they have) because of an act or omission by the Home Office and/or local authorities/delivery partners' (perceived failing);
- been involved in any other incident which the media is aware of (potential media coverage).

The Lead Sponsor Coordinator will also report to the Community Sponsorship team at communitysponsorship@homeoffice.gov.uk where there is a risk that the relationship between the Community Sponsor group and the resettled family might break down, or where the relationship has actually broken down.

If you are unsure whether an incident or concern warrants a referral to the Home Office as a Case of Interest, you should discuss the case with your Home Office Contact Officer as soon as possible. Please note that the process applies to all refugees resettled under the scheme, regardless of date of arrival.

When deciding whether a refugee has been a victim of a hate crime, we will apply the police and CPS definition:

"Any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice, based on a person's disability or perceived disability; race or perceived race; or religion or perceived religion; or sexual orientation or perceived sexual orientation or transgender identity or perceived transgender identity."

<https://www.cps.gov.uk/hate-crime>

The Lead Sponsor Coordinator will notify the Home Office within one working day by:

- completing the Cases of Interest notification form and emailing it to the Cases of Interest inbox ResettlementCol@homeoffice.gov.uk, copying in the Home Office Contact Officer, local authority lead and the community sponsorship team at communitysponsorship@homeoffice.gov.uk.
- telephoning the Home Office Contact Officer to inform them that we have submitted a notification, if we have not already discussed the case with them.

The Lead Sponsor Coordinator will keep the Home Office informed about what is happening on a case. The Home Office will inform us if our notification is being treated as a Case of Interest once a decision has been taken.

Regardless of the outcome of the notification, we will report all significant new developments and any concerns about a case to our Contact Officer, the Cases of Interest inbox and community sponsorship team.

The Home Office Cases of Interest Reporting Form is attached as **Appendix E**.

17. WHISTLEBLOWING

Volunteers are often the first to realise that there may be something seriously wrong within our scheme. They may not, however, express their concerns because they feel that speaking up would be disloyal to their colleagues or to the Church. They may also fear harassment or victimisation. In these circumstances it may feel easier to ignore the concern rather than report what may just be a suspicion of malpractice.

This whistleblowing policy is intended to encourage and enable anyone with a serious concern, to raise concerns without fear of victimisation, subsequent discrimination or disadvantage.

The scope of this policy covers any volunteers making qualifying disclosures about safeguarding matters within our scheme.

However, if there is already a Lead Sponsor whistleblowing policy in place, this can be used as an alternative to this section.

Defining Whistleblowing

Whistleblowing is a term used to refer to the internal or external disclosure of malpractice as well as illegal acts, or omissions, at work.

Policy Statement

The Catholic Diocese of Portsmouth is committed to:

- conducting itself ethically, with honesty and integrity;
- the highest possible standards of openness, probity and accountability;
- good practice and high standards regardless of role within the scheme, and
- being supportive of volunteers.

It is recognised that this might not always be achieved, and that genuine and serious concerns might need to be raised through this whistleblowing policy.

In line with these commitments, volunteers and others who have serious concerns are encouraged to come forward and voice concerns about safeguarding practice. It is recognised that some cases will have to proceed on a confidential basis.

The Catholic Diocese of Portsmouth will not tolerate any harassment or victimisation (including informal pressures) and will take appropriate action to protect you when a concern is raised in good faith.

Any investigation into allegations of potential malpractice will not influence or be influenced by any other procedures such as grievance, disciplinary etc. which may already affect the person reporting concerns but will be treated on its own merits.

Aim of the policy

This policy aims to:

- encourage you to feel confident in raising serious concerns and to question and act upon concerns about practice;
- provide an effective way for concerns to be raised;
- ensure that feedback is received by the person raising serious concerns, on any action undertaken because of the concerns being raised;
- provide reassurance about protection from possible reprisals or victimisation if concerns are raised in good faith.

Scope of the policy

The policy will apply equally, and with equal confidentiality to any volunteers making qualifying disclosures about safeguarding matters within our scheme.

The section below details the types of concerns that can be raised under this policy.

Protecting individuals using this policy

The Public Interest Disclosure Act amended the Employment Rights Act 1996, provides protection for individuals who raise concerns about specified matters, outlined below. These are known as qualifying disclosures.

A qualifying disclosure is one made in good by an individual who has a reasonable belief that the following is being, has been or is likely to be committed:

- a criminal offence (including fraudulent and corrupt behaviour, e.g. theft, fraud or malpractice);
- a miscarriage of justice;
- an act creating risk to health and safety;
- an act causing damage to the environment;
- a breach of any other legal obligation, or
- concealment of any of the above.

It is not necessary to have proof that such an act is being, has been or is likely to be committed. However, the worker must have a reasonable belief that the information shows that one of the categories of wrongdoing listed in the legislation has occurred or is likely to occur, and the concern must be raised in the correct way.

If a protected disclosure is made, the person making the disclosure has the right not to be dismissed from role, subjected to any other detriment, or victimised. This is the case even if it became evident that the person making the disclosure was genuinely mistaken.

Although volunteers are not afforded the same legal protection that is afforded to employees, as far as possible, all individuals making a disclosure will be treated in the spirit of the Public Interest Disclosure Act 1998.

Untrue or Malicious Allegations

If you make an allegation in good faith, but it is not confirmed by the investigation, no action will be taken against you. If, however, you make an allegation frivolously, maliciously or for personal gain, action may be taken against you in respect of your role within the scheme.

Non-Whistleblowing Concerns

This policy is only to be used in the circumstances outlined above. There will be other Lead Sponsor, Diocesan or organisational policies and procedures that will be relevant in other circumstances. This may include, but is not limited to:

- management of allegations and concerns relating to children;
- management of allegations and concerns relating to adults at risk;
- grievance;
- disciplinary;
- harassment and bullying;

How to Raise a Concern

You should raise your whistleblowing concern as soon as possible. Early reporting can make it easier to act and resolve any problems.

Your concern can be made in writing or verbally. A written account is preferable because it can make managing the process more efficient and effective.

Your account of concerns should include:

- any relevant background and context;
- dates, times, names and venues;
- a description of the concern and why the situation caused concern.

When raising a concern, it must be stated if the concern is being raised using the whistleblowing policy and if the identity of the person raising the concern is to be kept confidential. Whilst every effort will be made to deal with concerns confidentially, this may not always be possible. If concerns cannot be dealt with anonymously then the person raising the concern will be informed and provided with the reasons why.

Anonymous disclosures will be considered but are discouraged because anonymity can make it difficult to investigate, protect those concerned, or provide feedback on outcomes.

Who should concerns be raised with?

Concerns should always be raised with the Lead Sponsor Coordinator or person to whom the person making the complaint is accountable, in the first instance. If this is not appropriate because they may be involved in the alleged wrongdoing, malpractice, illegal acts or omissions in some way, the concern should be raised with the named individual for the Lead Sponsor, normally the Director or Chief Executive of the charity.

If you are not sure who to contact due to the seriousness or sensitivity of the issue, or the identity of the individual who is suspected of malpractice, you should seek advice from the Diocesan Safeguarding Coordinator or directly from CSAS.

Response to Concerns Raised

The action taken will depend upon the nature of your concerns. Remember that testing out your concerns is not the same as either accepting or rejecting them. The matters raised may be subject to, but not limited to:

- internal investigation;
- referral to the statutory authorities (Police or Social Care Services);
- consideration under an existing Disciplinary or Grievance Procedure;
- notification to insurers;
- notification to the Charity Commission.

Initial enquiries will be made to decide whether an investigation is appropriate and, if so, what form it should take. Concerns or allegations which fall within the scope of the 'Responding to allegations and concerns' procedures will be referred for consideration under those procedures.

Some concerns may be resolved by agreed action without the need for investigation. If urgent action is required, this will be taken before any investigation is conducted.

If you are required to give evidence in criminal or disciplinary proceedings, you should consult with the named individual for the Lead Sponsor in relation to advice about procedure and support arrangements.

The scheme accepts that you need to be assured that the matter has been properly addressed. Thus, subject to legal constraints, you will be informed of the outcome of any investigation.

If you are not satisfied with the way your concern has been managed, you should refer to the Chair of Trustees for the Lead Sponsor.

At no stage should a volunteer contact the media without the written permission of the named individual for the Lead Sponsor. Such action would be a breach of confidentiality and could result in disciplinary proceedings against the volunteer.

18. RESOURCES

Online Resources

- Online Training for Safeguarding Children & Adults - EduCare <http://www.myeducare.com/login/index.php>
- Prevent e-learning www.elearning.prevent.homeoffice.gov.uk
- Preventing individuals from being drawn into serious and organised crime www.gov.uk/government/publications/individuals-at-risk-of-being-drawn-into-serious-and-organised-crime-a-prevent-guide

Useful Telephone Numbers -Local

- Home Office Contact Officer:
- Lead Sponsor Coordinator: Heather Hauschild, COO, 02394 216506
- Lead Sponsor Safeguarding Lead: Ruth Attfield, Diocesan Safeguarding Coordinator, 02394 216486
- Diocesan safeguarding office: 02394 216486
- Parish Safeguarding Representative:
- Children's Social Care - First Response Team (including Early Help):
- Local Authority Designated Officer (LADO): Tel: {NUMBER}, email: {EMAIL},
- Social Care, Out of Hours: Tel: {NUMBER};
- Police: 101 (999 in case of emergency)

Useful Telephone Numbers – National

- NSPCC: Tel: 0800 800 5000 www.NSPCC.org.uk
- Childline: Tel: 0800 11 11 www.childline.org.uk
- Kidscape Bullying Helpline: Tel: 0845 1205 204
- Childnet: www.childnet.com
- Female Genital Mutilation: Tel: 0800 0283550, Email: fgmhelp@nspcc.org.uk
- Samaritans: Tel: 0845 790 9090
- CEOP (Child Exploitation and Online Protection) www.Thinkuknow.co.uk
- Foreign and Commonwealth Office Tel: 0207 008 0151 (Forced Marriages Section)
- Crimestoppers: Tel: 0800 555 111

- Channel /Prevent/Protect: Tel: 01494 421371 (Anti – Radicalisation)
- Internet Matters: www.internetmatters.org
- Parenting in the Digital Age: www.PitDa.co.uk
- Professionals Online Safety Helpline: www.swgfl.org.uk/about/UK-Safer-Internet-Centre/Professionals-Online-Safety-Helpline

Further information about help with privacy settings, and blocking and reporting unwanted contacts, can be found in the support areas of different platforms e.g. www.facebook.com/safety

Additional Resources

CSAS: <https://www.csas.uk.net/>

NCSC: <http://www.catholicsafeguarding.org.uk/>

[Abuse and neglect in adults](#)

[Adult safeguarding - six key principles](#)

[Abuse of children](#)

[Trafficking and modern slavery](#)

[Protecting people from radicalisation and PREVENT](#)

Template Forms

[Volunteer registration form](#)

[Volunteer reference](#)

[Safeguarding self-declaration - SSD](#)

[Case recording log](#)

[Written agreement for volunteers](#)

[Session recording sheet](#)

[Consent to the safe use of images](#)

[Parental consent for an activity](#)

[Incident report form](#)

18.1 Appendix A – CS GROUP ROLES: ENHANCED DBS

Community Sponsorship Scheme Group Roles - Ongoing Family Support

Role Options: Project Lead, Family Welfare, Education, Family Support

Purpose of Role(s)

To support and enable the family to be able to make timely progress towards managing their own affairs by:

- Assisting the family to access health, welfare, financial and educational services.
- Befriending, offering advice and support to enable community orientation, improve English language skills and facilitate access to all relevant services and amenities.
- (Project Lead) Providing ongoing advice and support to the family as required.

Family Welfare and Family Support Volunteers will work as part of a team rota and may undertake any or all of the Core Tasks listed below, as agreed with the Project Lead. Volunteers should not undertake any Core Task for which they have not signed up in advance.

Core Tasks

The following tasks may entail visiting members of the family at home, accompanying or driving them to appointments etc.

1. Assist family to register with core health services including GP and dentist, and provide support to access these and other health care services as and when required.
2. Assist family to claim all applicable UK benefits, open and manage bank accounts, understand their responsibilities as claimants and account holders.
3. Assist the family with practical aspects of finding their way around local amenities e.g. shops, transport links etc.
4. Assist all members of the family with developing English Language skills.
5. Support children/young people in the family to enrol and integrate into appropriate schools or colleges.
6. Facilitate opportunities for the family to participate in local community life and to access age and culturally appropriate social and religious groups.

Personal Characteristics

- Be reliable and committed to carrying out all agreed tasks and support visits.
- Able to discern the appropriate level of involvement with the family and when to step back in order to encourage and foster independence.

- Understand the limits of your role and competence and recognise when to seek further advice from suitably qualified people.
- Able to communicate sensitively, listen, observe and engage appropriately with a family with limited or no English at the outset, who may have endured very difficult experiences.
- Respect and delight for religious and cultural diversity.
- Enjoy working as part of a team.

Safeguarding Responsibilities

- When supporting under 18s, to ensure another authorised adult is present.
- To adhere to the Safeguarding Policy in relation to children, young people and adults at risk.
- If an adult family member is elderly, ill or disabled, volunteers should limit their involvement to “teaching, advising or guidance” and visits should not exceed three per month.
- To refer any concerns about the safety and wellbeing of a child, young person or adult to the Lead Sponsor Safeguarding Lead.
- To consult the Lead Sponsor Safeguarding Lead if you are concerned for your own safety or wellbeing when undertaking activities relating to this role.
- To undertake basic safeguarding induction training as advised by the Lead Sponsor.

Responsible to: Project Lead

Safe Recruitment DBS Checks

This role is subject to an Enhanced DBS Check - Child Workforce & Child Barred List

Where there is a disabled or elderly family member requiring care, please consult the Lead Sponsor Safeguarding Lead who will determine whether an enhanced adult workforce DBS is required.

18.2 Appendix B – CS GROUP ROLES: NO DBS

Community Sponsorship Scheme Group Roles – Indirect or Limited Contact Support

Role Options: Chair, Secretary, Finance, Fundraising, Accommodation, Work & Benefits

Purpose of Role(s)

- To ensure effective and efficient planning, preparation and delivery of the scheme.
- To provide, furnish and fit out suitable family accommodation.
- To ensure sound financial administration of the Sponsorship Fund and advise family members to enable them to manage their own finances.
- To assist adult family members to identify suitable voluntary work and training opportunities, leading to secure paid employment.

These functions are critical to the success of the scheme. The applicable roles are generally either back-office or require only limited ongoing visits to the family, and no supervision, care or teaching of under 18's. The one exception is the role of Project Lead, hence this role also falling within 'Ongoing Family Support'.

Specific Roles

1. **Chair:** Chairs all meetings of the Community Sponsorship group, including both the core group and the wider group.
2. **Secretary:** Responsible for preparing and distributing the agenda for all meetings, taking minutes, communicating with the wider group on behalf of the core group, and maintaining records of meetings and activities of the group.
3. **Finance:** Responsible for all aspects of the financial administration of the group (e.g. collation and disbursement of all monies, budgeting plans, financial reporting, financial projections and contingency planning). Finance is also responsible for providing money and budgeting information, advice and support to the family at the outset.
4. **Fundraising:** Responsible for devising, coordinating and promoting the group's fundraising activities in support of the project.

5. **Accommodation:** Responsible for identifying a suitable family property and for securing location consent from the Police. Responsible for overseeing the preparation, furnishing and fit-out and general upkeep of the accommodation, and for liaising between the group, the landlord and the family with a view to ensuring the family's safety, well-being and comfort at home.
6. **Work & Benefits:** Responsible for helping the family navigate the benefits system, claim and receive applicable benefits, fulfil their claimant commitments, identify any suitable volunteering opportunities and relevant training leading to secure paid employment.

Personal Characteristics

- Be reliable and committed to carrying out all agreed tasks.
- Bring the necessary qualifications or experience for advising in specialist areas such as finance, benefits and housing.
- Understand the limits of your role and competence and recognise when to seek further advice from suitably qualified people.
- Have respect and delight for religious and cultural diversity.
- Enjoy working as part of a team.

Safeguarding Responsibilities

- No regular or unsupervised contact with a family member under the age of 18 years.
- To adhere to the Safeguarding Policy in relation to children, young people and adults at risk.
- To refer any concerns about the safety and wellbeing of a child, young person or adult to the Lead Sponsor Safeguarding Lead.
- To consult the Lead Sponsor Safeguarding Lead if you are concerned for your own safety or wellbeing when undertaking activities relating to this role.
- To undertake basic safeguarding induction training as advised by the Lead Sponsor.

Responsible to: Project Lead

Safer Recruitment DBS Checks

A DBS check is not required for any of the above roles, with the exception of Project Lead. However, volunteers in these roles may choose to *also* be available to provide 'Family Support' if needed, in which case an enhanced DBS check is required.

1. A Lead Sponsor volunteer registration form should be completed indicating the specific role applied for.
2. References will be sought, and where relevant public, professional registers checked e.g. NMC, HCPC.

3. If the volunteer undertaking any of the roles listed above wishes to combine this with more frequent, ongoing contact with family members, Lead Sponsor authorisation for this change of role is required in advance.

This change of role MUST be requested in advance by the Project Lead.

The volunteer should also familiarise themselves with **Appendix A - 'Group Roles - Ongoing Family Support'**.

PLEASE NOTE: *In this instance an enhanced DBS will be required. The volunteer will **not** be authorised to undertake this additional support role unless and until a satisfactory enhanced DBS has been received and confirmed by the Lead Sponsor.*

To check DBS eligibility, use the [DBS eligibility tool](#)

18.3 Appendix C - Protecting people from radicalisation & PREVENT

Radicalisation simply means the process where someone is led to adopt extreme political, social and religious ideals and aspirations. This can lead to people supporting terrorism or getting involved in extremist activity.

There is no single model for radicalisation, and the process is unique for each individual, but there are some common signs of radicalisation:

Possible Outward Behaviours

- Becoming increasingly argumentative and domineering in their viewpoint
- Ignoring views that contradict their own
- Refusing to listen to different points of view
- Unwilling to engage with children who are different
- Becoming abusive to children who are different
- Embracing conspiracy theories
- Feeling persecuted
- Changing friends and appearance
- Distancing themselves from old friends
- No longer doing things they used to enjoy
- Converting to a new religion
- Being secretive and reluctant to discuss their whereabouts
- Expressing feelings of an 'us and them' mentality
- Making travel plans and being vague about their arrangements

It can be hard to differentiate between normal teenage behaviour and attitudes that indicate a child may have been exposed to radicalising influences. Trust your instinct if something feels wrong.

Radicalisation can happen anywhere, by anyone, however one of the biggest platforms where it takes place is on social media.

Online Behaviour

- Being increasingly secretive with online activities
- Changing online identity
- Having more than one online identity
- Spending a lot of time online or on the phone
- Accessing extremist online content
- Joining or trying to join an extremist organisation

Acts of violent extremism and hate crimes are committed by a small minority of people and are not representative of the public. However, people who may be vulnerable to radicalisation may be easily influenced by radical behaviour or extremist ideology.

Who may be vulnerable?

- Those in a transitional period in their lives. This may be as a result of a bereavement, family unit change or moving home;
- People suffering with poor mental health;
- Those seeking an identity or belonging;
- People with low self-esteem or confidence;
- Victims of bullying or race / hate crime;
- People who have undergone a recent religious conversion;
- Being rejected by peer, faith social groups or family;
- People who are in regular contact with others who have extremist views.

PREVENT

PREVENT is part of the Government's counter terrorism strategy that aims to stop people supporting terrorism or getting involved in extremist activity

PREVENT works with partner agencies to provide practical help to prevent people from being drawn into terrorism and ensures they are given appropriate advice and support. It works in a similar way to programmes designed to safeguard people from gangs, drug abuse, and physical and sexual abuse. It aims to provide early intervention, before a person gets drawn into terrorism, extremism and related criminal activity.

If you are worried about Radicalisation, terrorism or extremism don't wait until you are certain. Contact any of the following if you have concerns:

Anti-Terrorist Hotline 0800 789 321 and a confidential online form which can be found at <https://www.met.police.uk/tua/tell-us-about/ath/possible-terrorist-activity/>

Counter Terrorism Police <https://www.counterterrorism.police.uk/>

What happens when I contact the police?

When you make a report about suspicious activity or behaviour specially trained officers and police staff will take the details and pass these on for further checks. The information you provide will be kept secure and your identity will be protected. Your call is not recorded and you do not need to give your name. Don't be concerned about wasting police time.

For more support or information, you can contact the following:

NSPCC Helpline 0808 800 5000 or help@nspcc.org.uk

Educate Against Hate <https://educateagainsthate.com/>

Let's talk about it – <https://www.itai.info/>

UK Safer Internet Centre - <https://www.saferinternet.org.uk/>

Your own local authority who coordinate PREVENT

PREVENT duty guidance -

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/445977/3799 Revised Prevent Duty Guidance England Wales V2-Interactive.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/445977/3799_Revised_Prevent_Duty_Guidance_England_Wales_V2-Interactive.pdf)

18.4 Appendix D - SAFEGUARDING INCIDENT REPORT FORM

The Catholic Diocese of Portsmouth Safeguarding Form Children, Young People and Adult at Risk	
Name of Project	
Lead Parish	{CHURCH 1} and/or {CHURCH 2}
Diocese	Roman Catholic Diocese of Portsmouth

Strictly Confidential Concern / Allegation Report Form	
Information received at (time)	
On (date)	
By (Name)	
(Role)	
Telephone number:	
Information received:	<i>(delete as necessary)</i> by telephone / letter / in person / e-mail
This form completed by:	
Date:	
All relevant documents should be retained securely and forwarded to the Safeguarding Office and Diocesan Safeguarding Co-ordinators with this form as soon possible. Report to kept & filed for 75 years	

Strictly Confidential Alleged Victim/Survivor, Child, Young Person, Adult at Risk	
Name:	
Age/date of birth:	
Gender:	<i>(delete as necessary)</i> Male/Female
Ethnic Origin & Language Spoken:	
Immigration Status:	

Address:	
Telephone number:	
Name of Parent or Guardian:	
Telephone number: (children only)	

Strictly Confidential Information Received From	
Name:	
Role:	
Telephone number:	
Person alleged to be the cause for concern / allegation	
Name:	
Role:	
Age/date of birth:	
Address:	
Telephone number:	
Details of allegations and/or safeguarding concerns	
<i>(include description of any injuries observed, details of allegations made, details of witnesses. Include relevant dates, time, places of alleged incidents and discussions with child/parents)</i>	
Does the person about whom allegations or concerns are raised still have access to children and adult at risk? Yes / No	
If yes, please give details	
Action Agreed by {TEAM NAME} Team Leads & {TEAM NAME} & Lead Sponsor Safeguarding Lead	
Please give details of action	By whom and timescale

--	--

Record all actions taken and information received with times and dates. Entries to be signed

Personal data is processed in line with the Diocese Privacy Notice available on the website:
<https://www.portsmouthdiocese.org.uk/gdpr>

Completed by (signature)

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18.5 APPENDIX E – CASES OF INTEREST NOTIFICATION FORM

Cases of Interest Notification Form

(To be completed by community sponsor groups and sent to
ResettlementCol@homeoffice.gsi.gov.uk and communitysponsorship@homeoffice.gov.uk)

Background: Information

Date	
Time	
Community sponsor group	
Name of group member referring	
Name of local authority	
Telephone number	
VPR/VCRS number	
Full name	
DOB	
Notification relates to	PRA; spouse of PRA; child of PRA; other.
Case Category	Criminality; Hate Crime; Perceived Failing by HO / LA; PREVENT referral Negative media coverage; Other (please explain) Please state one:



Please complete one of the following sections based on the case category you have selected and delete blank sections. If intending to refer a case under the 'other' category you should speak to your Contact Officer first.

In some cases, more than one category may apply – for example, where a refugee has been arrested for a specified offence (criminality) and the media is aware of the situation (media coverage). In this scenario refer the case under the primary category (i.e. criminality).

CRIMINALITY – “refugee arrested for an offence involving violence; weapons; terrorism/extremism; sexual offences.”

Arrested	Yes / No
Date of arrest	
Current status	Select one from Charged – released on bail; Charged – held on remand; Bailed pending further investigation; Released without charge; Other
Offence	
Crime Reference number	
Arresting Officer/tel number	
Next court date	
Media aware (if known)	
Any other relevant details	

18.6 Appendix F – SAFEGUARDING MONTHLY MONITORING FORM

The Catholic Diocese of Portsmouth Safeguarding Monitoring Monthly Return Form

For month of:

Age / DOB	Brief Outline of concern	Date of concern / referral to Children / Adult Services	Date of Acknowledgement	Outcome	Concern / Referral Form Location	Relevant Notification e.g. Ofsted	Manager's Signature

Reviewed _____ (Team Leader)

Date: _____

Personal data is processed in line with the Diocese Privacy Notice available on the website: <https://www.portsmouthdiocese.org.uk/gdpr>

18.7 APPENDIX G – NATIONAL CODE OF CONDUCT

We are called to be exemplary models of moral behavior and spiritual faith.

We are committed to being positive role models and helping build the confidence of children and young people we work with in particular.

All volunteers within our scheme are expected to:

Promote Wellbeing

- ensure the safety of all children, young people and adults by ensuring that family support is safely planned and effectively supervised;
- foster teamwork and co-operation between everybody, promoting trust and mutual respect;
- discourage and/or help prevent bullying, inappropriate language or other inappropriate behavior;
- treat all family members fairly and not show favoritism;
- be positive, approachable and offer praise to help promote the objectives of the scheme;
- listen sensitively and encourage communication between adults and children or young people;
- respond to concerns and allegations promptly and appropriately in line with national procedures;

Promote Autonomy & Dignity

- ensure the rights and responsibilities of family members are enforced;
- promote the full participation and involvement of all family members, recognising and addressing the additional needs of some members;
- constructively challenge all discrimination and encourage families and colleagues to avoid discriminating on the grounds of age, gender, ability, social class, race, cultural background, religious beliefs or sexual identity;
- respect, promote and support the right of families to make their own choices and decisions, provided this does not threaten the rights, safety and legitimate interests of others;
- respect the right of family members to personal privacy;
- respect and listen to the opinions of family members;
- encourage families to point out behaviors or attitudes that they do not like;

Boundaries and Power

- establish appropriate boundaries between resettlement support and personal lives in relationships with families and your colleagues;
- not abuse the position of trust for personal benefit e.g. financial gain, sexual gratification;
- be conscious of explicit and implicit power vested in the role of scheme volunteer;
- acknowledge the limitations of time, experience, skill and competence – know where and how to ask for support when needed;
- deal with differences in opinion with respect;
- work to people's strengths, and never bully, abuse, manipulate or denigrate.

Personal Conduct

- act always in accordance with the core values of the Catholic faith and ensure that your behavior does not bring the Lead Sponsor into disrepute;
- provide an example you wish others to follow;
- work in a way that is honest, reliable and transparent, never seeking to deceive or manipulate;
- refrain from using blasphemous, violent, discriminatory, or offensive language and behavior;
- refrain from smoking, vaping, consuming alcohol or using drugs;
- seek help to address issues such as addictions to alcohol, prescribed medicine, other substances, gambling, and so on, where any such matters may have a negative impact on your role;
- not engage in any form of sexual relations (including verbal banter, flirtation, using one's gaze to signal attraction, etc.) with children, young people, young helpers or adults for whom you have a supervisory or supportive role;
- wear clothing appropriate to your role, that is not likely to be viewed as offensive, revealing, sexually provocative, or a cause for embarrassment. Clothing should be absent of any political or otherwise contentious slogans that could be considered to be discriminatory or culturally insensitive.

Breaches of this Code of Conduct will be addressed by the Lead Sponsor Coordinator. Serious or persistent breaches may result in formal action being taken to address the concerns. All concerns or allegations in relation to the abuse of a child or adult at risk will be dealt with using policy and procedure for the management of allegations and concerns.

I have read and understood the National Code of Conduct and agree to abide by it.

Signature of CS Project Lead:	
Print name of CS Project Lead:	
Date:	
Signature of CS Safeguarding Lead:	
Print name of CS Safeguarding Lead:	
Date	



Community Sponsorship Scheme

Complaints Policy for Families

Purpose

This policy aims to ensure:

- Families know how to make a complaint
- The process is easy to follow
- There is a thorough investigation
- The complaint is swiftly resolved and lessons learned.

What Is A Complaint?

An expression of dissatisfaction, whether justified or not, about one or more aspects of the way in which the family has been supported.

Who Can Make a Complaint?

This policy covers complaints made by members of the resettled family only.

What Methods Can Be Used?

Family members can make a verbal complaint, in person or over the phone, as well as a complaint by text, e-mail or letter.

How Are Complaints Handled?

All complaints are treated seriously and handled in strictest confidence.

How Should A Complaint Be Made?

A complaint in person, or by phone or text, should be made to the group's Project Lead in the first instance. If your complaint is about the Project Lead, please call Heather Hauschild, Chief Operating Officer on 02394 216506.

- E-Mail Complaint – Please e-mail details of your complaint to:
hhauschild@portsmouthdiocese.org.uk
- Letter of Complaint - Please send details of your complaint to:

Heather Hauschild,
Chief Operating Officer
CS Complaints
The Portsmouth Roman Catholic Diocesan Trust
Diocesan Office, St Edmund House
Bishop Crispian Way
Portsmouth PO1 3QA



Responding To A Complaint

For complaints in person, by phone or text, detailed notes will be taken and passed to Heather Hauschild, Chief Operating Officer the same day. Any text messages will be retained until the complaint has been fully resolved.

Complaints by e-mail or letter will be passed to the Community Sponsorship Coordinator or their deputy, one of whom will call you within five working days to discuss.

You will receive a follow-up e-mail or letter within three working days, confirming who has been assigned to handle your complaint, details of next steps and timescales.

Resolving A Complaint

You will normally receive a formal response to your complaint within fifteen working days, giving details of how the matter was investigated, the outcome and any remedial actions to be taken.

If you are not satisfied with the outcome you have the right to appeal.

How To Appeal

Please write to us giving details of why you are not satisfied and your preferred resolution. The address to write to is:

**Heather Hauschild,
Chief Operating Officer
CS Appeals
The Portsmouth Roman Catholic Diocesan Trust
Diocesan Office, St Edmund House
Bishop Crispian Way
Portsmouth PO1 3QA**



Responding To An Appeal

A senior manager will handle your appeal and reply by letter or e-mail within five working days.

You will receive a formal response to your appeal within fifteen working days, giving details of how the matter was investigated, the outcome and any remedial actions taken.

In the event of an appeal, the Home Office will be notified of the complaint and appeal, how the matter was investigated and the outcome.

Language Translation

You will have been provided with a translation copy of this policy in your own language. Interpreting and language translation will also be used wherever necessary throughout the complaints or appeals process.

Learning Lessons

Portsmouth Roman Catholic Diocese is committed to learning lessons and improving standards, in light of experience. Your complaint will form part of an ongoing review of Community Sponsorship, with any lessons learned helping to shape improvements in the support provided to families by our staff and volunteers.

Thank you for bringing the matter to our attention.



Community Refugee Sponsorship Scheme

Confidentiality Policy

Personal data is processed in line with the Diocese Privacy Notice available on the website: <https://www.portsmouthdiocese.org.uk/gdpr>

Refugee families entrust us with highly sensitive personal data and information about them, their background, health, education and employment history, current situation and resettlement needs.

Families have a right to expect that all those supporting them will treat such information in the strictest confidence.

We need to take particular care to ensure information about family members does not become the subject of informal discussion or idle gossip, whether at home, in the workplace or elsewhere. Discussions that are not held in private can easily be overheard.

In the event of an emergency or other safeguarding concern, involving harm or risk of harm to a family member, relevant information can be shared with emergency, healthcare or social services without the need for prior consent from the family member or, if a child, their parent/legal guardian.

In all other circumstances, please only share or discuss personal information about a family member either with other members of your group or with designated Portsmouth Roman Catholic Diocese staff on a need-to-know basis.

Where external agencies may request personal data and other information, for example in order to provide the family with a service or support, the family must have this request explained clearly and be invited to give their fully informed prior consent.

Signed Declaration

I confirm that I have read and understood this Confidentiality Policy and I agree to adhere to it at all times, as well as all Catholic Diocese of Portsmouth policies and procedures.

Name of Volunteer	
Community Sponsorship Group	

Signed: _____ **Date:** _____

Community Sponsorship Scheme

Digital Media & Comms Policy

Social Media & Video Calls

Billions of people worldwide now access social media and networking services, across multiple platforms and devices.

Social media platforms, enabling the sharing of user-generated content, include Facebook, Twitter, Instagram, WhatsApp, Snapchat and many others.

Video calling services are also popular, such as Facetime, Google Duo, Skype, Zoom, Hangouts and Viber.

Refugee families are often reliant on these services for maintaining contact with family members. They are popular with children and young people too.

When using these services, clear boundaries need to be in place between you and family members:

- **Never communicate directly with a child via social media;**
- **Use social media accounts created for the whole group rather than personal accounts;**
- **Never use social media to discuss personal or sensitive matters;**
- **Never disclose your home or work address or personal contact details;**

E-Mail & Phone Calls

Groups are advised to provide the family with one mobile number for the group, answered on a rota basis during set days and times.

It is advisable for regular interpreters to be given a dedicated contact mobile, rather than using their personal contact numbers.

Where use of e-mail is agreed, groups are advised to create a single password-protected e-mail address for the group so that:

- **E-mail correspondence is stored securely in one place**
- **Recent communications can be reviewed by others in the group**
- **Agreed actions can be shared and delegated**



Phone calls, texts and e-mail contact should be strictly for the purposes of providing resettlement support rather than personal conversations, sharing of personal photos, videos or anything of a personal nature.

E-mail and mobile communication should not be used to send confidential or sensitive information.

Please notify the Heather Hauschild, Chief Operating Officer on 02394 216506 or hhauschild@portsmouthdiocese.org.uk if you become aware of any non-compliance with this policy.

All staff and volunteers engaged with the Community Sponsorship Scheme should refer to the wider Diocesan Communications Policy for comprehensive guidance and procedures on all matters related to communications.

The Director of Communications, Chris Smith can be contacted for more information and clarifications on 023 9421 6514 or at csmith@portsmouthdiocese.org.uk

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<https://www.portsmouthdiocese.org.uk/gdpr>

Community Sponsorship Scheme

Driving Policy

It is common for groups to offer families lifts to appointments for an initial period following their arrival in the UK.

Families in areas with limited public transport may need this support for longer.

Some families may have health or disability needs that warrant further lifts from time to time.

When considering this, please bear in mind the objective of the scheme, which is to encourage and empower families to manage their own transport and other needs as soon as possible.

What Steps Are Needed First?

- 1. Complete a Portsmouth Roman Catholic Diocese Transport Checklist including details of your vehicle, MOT and insurance**
- 2. Show your Project Lead the original MOT and insurance certificates and ask them to counter-sign your Transport Checklist**
- 3. Tell your insurer you will be offering occasional lifts to a refugee family as a scheme volunteer**

Who Can Be Offered Lifts?

Any adult(s) in the family

Any adult(s) in the family with their child/children

Please note - Under 18's must be accompanied by an adult in the family

Who Can Give Lifts?

Any registered volunteer with an enhanced DBS

Any other registered volunteer, provided a volunteer with an enhanced DBS travels with them

What Else Should Drivers Do?

- Make sure you are fit and well enough to drive**
- Keep your vehicle roadworthy**
- Use age-appropriate car seats for children (*under 12 or 135cm in height*)**
- Do NOT drive under the influence of alcohol or drugs**
- Never use a mobile phone whilst driving**
- Stay calm and relaxed whilst driving**
- Tell your Project Lead straight away about a change of vehicle or insurance**

Community Sponsorship Scheme

Arranging Transport for Projects

Following the guidance set out below when arranging a project transport will help to ensure that all those involved are as safe as possible, and that the activity is covered by the Diocesan insurance policy should anyone suffer an injury and make a claim.

Motor Risks

The most obvious risks involved in arranging transport are those related to the vehicle¹. Checks must be undertaken to ensure insofar as possible that the vehicle is roadworthy, and the volunteer driver is properly licensed and insured. All accidents which occur whilst in the vehicle should be covered by the motor policy provided there is a valid policy in place. Unfortunately, not all motor insurers automatically cover individuals acting as 'volunteer drivers,' some require notification while others charge an additional premium. All volunteer drivers must therefore contact their motor insurers to confirm they are covered for this specific activity.

Health and Safety

To protect all those involved a risk assessment should be undertaken. Potential risks include trips and falls on a passenger's property, safeguarding incidents and manual handling incidents. Consider:

- ✓ **Manual Handling**
If volunteer drivers will be required to physically assist passengers in getting into and out of wheelchairs and vehicles they must have appropriate training and records of the training must be kept.
- ✓ **Capabilities of the Volunteer Driver**
Consider the needs and capabilities of both the volunteer driver and the passenger. For example, some volunteer drivers may not be able to provide the degree of assistance required for some passengers.
- ✓ **Safe Access and Egress**
The passengers requiring lifts should identify any access issues at the collection address. If there is an issue with safe access consider collecting the passenger from another location. In turn, volunteer drivers should park so as to ensure that passengers can safely access the vehicle. Consideration should also be given to seasonal risks, including whether volunteer drivers are happy to drive in the dark or in adverse weather conditions.
- ✓ **Luggage & Pets**
Luggage should be put in the boot or well-secured to prevent injury. If a passenger has a guide dog or hearing dog, the dogs will need to be taken in the vehicle, provided they do not affect the safe running of the vehicle.

Safeguarding

As with every project activity, advice should be sought from your project Safeguarding Representative or Diocesan Safeguarding Co-ordinator to ensure that the activity is compliant with Diocesan safeguarding policies and procedures.

Reimbursement

The project must not pay volunteer drivers for giving lifts to passengers. It can invalidate the motor insurance policy if volunteer drivers make a 'profit' from providing the lifts as well as potentially causing employment issues.

Checklists

We have produced the attached Transport Checklist for Volunteer Drivers and Passengers which may assist you to complete the necessary checks and thereby ensure that those participating in the project transport are as safe as possible.

¹ NB This guidance relates to cars only. A vehicle with a seating capacity of more than 9 is subject to specific regulations outside the scope of this guidance.

Community Sponsorship Scheme

Transport Checklist – Volunteer Driver

Please note: This information will be used solely for the purposes of Community Sponsorship Scheme project transport. It will be updated annually and reviewed immediately if the project becomes aware of any changes in your circumstances.

To be completed by the Volunteer Driver:

Name of volunteer driver:

Contact details:

Details of vehicle to be used for lifts:

Are you able to assist those individuals with limited mobility? YES ☐ NO ☐

Are you able to assist those individuals who use wheelchairs or walking aids? YES ☐ NO ☐

Are you happy to have blind or hearing dogs in your car? YES ☐ NO ☐

I, the above named, confirm that the vehicle identified above is roadworthy, insured, taxed, has a valid MOT and functioning seatbelts. If this information changes I will advise the parish as soon as reasonably practicable.

Signed: Dated:

To be completed by the project:

Does the volunteer driver require manual handling training? YES ☐ NO ☐

If Yes, date training received:

We have seen the following documents:

- ☐ The volunteer driver's driving licence
- ☐ A valid MOT certificate (if the vehicle is over 3 years old)
- ☐ The Vehicle's Motor Insurance Certificate
- ☐ Confirmation from the Volunteer's Insurers that they are covered to act as a 'Volunteer Driver'

The volunteer driver has been accepted / rejected [delete as appropriate]

Personal data is processed in line with the Diocese Privacy Notice available on the website: <https://www.portsmouthdiocese.org.uk/gdpr>

Signed on behalf of the project: Dated:

This volunteer driver log should be updated annually and reviewed immediately if you become aware of an event which might result in the loss of a driving licence, for example, if the volunteer driver develops a serious health condition or commits a driving offence.



Transport Checklist - Passenger

Please note: This information will be used solely for the purposes of Community Sponsorship Scheme project transport. It will be updated annually and reviewed immediately if the project becomes aware of any changes in your circumstances.

To be completed by the passenger requiring transport:

Name of passenger:

Collection address:

Contact telephone number:

Do you have any mobility needs? (e.g. do you need help to get into/out of a vehicle?) YES ☐ NO ☐

If Yes, please give details:

Do you use a wheelchair or walking aids? YES ☐ NO ☐

If Yes, please give details:

Do you have a guide or hearing dog that needs to accompany you? YES ☐ NO ☐

Please provide some information about the collection address. Is there good vehicular access? (e.g. is it on a main road with no parking or off a county lane down an unsurfaced road?)

Are there any issues the volunteer driver should be aware of such as an unfriendly dog or uneven path?

I, the above named, confirm that the information contained on this document is correct to the best of my knowledge. If the information changes I will advise the project as soon as reasonably practicable.

Personal data is processed in line with the Diocese Privacy Notice available on the website: <https://www.portsmouthdiocese.org.uk/gdpr>

Signed: Dated:

The passenger has been offered / declined transport [delete as appropriate]

Signed on behalf of the project: Dated:

This log should be updated annually and destroyed if the passenger is no longer participating in the project transport arrangements.



Community Sponsorship Scheme

Code of Conduct Guidance

The Reset training includes a module to help your group think through clear and consistent ways of working with your family.

Groups and families have found it helpful to be clear from the outset about what the family can expect from the group and vice versa.

Your group will be expected to agree ways of working that are right for you, and to set these out in a 'Code of Conduct' to be approved by your Lead Sponsor.

You may need to review your 'Code of Conduct' at regular intervals to ensure it remains appropriate for each stage of the resettlement journey.

Every group is different, and there is no 'one size fits all' approach, but here are some of the issues you may wish to consider when drafting your Code of Conduct, along with some *examples only* of decisions taken by other groups:

ISSUE	CHALLENGE	DECISION
Hours of Support	<i>Other than the first couple of weeks, sensible limits on the group's 'on call' availability help to prevent undue pressure on volunteers' own work and family lives, and encourage families to manage situations themselves, using the group's prior information and advice, including what to do in an emergency.</i>	<p>Calls or texts to the group will be answered between 8 am and 7pm Mon-Fri.</p> <p>The group will use a single contact mobile number answered on rota.</p> <p>Regular interpreters will each be issued with a dedicated contact mobile number.</p>
Family hospitality	<i>Accepting a family's offers of food and drink could impact on an already tight family budget. Unless more time was factored in this could also result in delays and missed appointments. Not accepting their hospitality could upset or offend some families.</i>	<p>The group will accept drinks and light snacks offered, but only during longer appointments in the family home, except for ESOL sessions.</p> <p>The group will politely decline any offer of refreshments, carefully explaining their reasons for this to the family at the outset.</p>



Social visits	<i>As relationships develop over time there may be opportunities to engage in social activities with the family, as opposed to resettlement-specific activity. All such opportunities require group discussion and agreement to help ensure unity and consistency. Lead Sponsor insurance may not cover such activity.</i>	<p>Any proposed social activity will be agreed in advance by the group and logged as such by the volunteer(s).</p> <p>No social activity will take place during the first three months, except as part of an agreed family orientation visit e.g. the local park.</p>
Medical appointments	<p><i>Families may need to disclose highly personal and sensitive information during medical appointments. Attendance by volunteers or the group's own interpreters is not appropriate.</i></p> <p><i>Suitable interpreter provision is an NHS responsibility.</i></p> <p><i>Sometimes NHS interpreters are not provided or do not attend as planned.</i></p>	<p>The GP practice, local NHS hospital and other local health services will be contacted pre-arrival to discuss interpreter provision.</p> <p>The group will discuss all aspects of UK healthcare with the family, including interpreters, within one week of arrival.</p> <p>NHS interpreters will be requested for every appointment.</p> <p>Where NHS interpreters fail to attend non-urgent appointments these will be rebooked.</p>
Referring to the family	<i>Once families arrive, they are no longer refugees. At that point it may be helpful to stop using the term 'refugee family'. Some groups refer to 'the family' or 'our family' whereas others feel this could also be disempowering.</i>	<p>The group will discuss how to refer to the family with them, within two weeks of arrival.</p> <p>The group will only refer to the family by their surname, or if briefly necessary at the outset, as 'the <surname> family from x country of origin'.</p>
Group roles	<i>Group members are each assigned one or more specific roles. Keeping to these roles, and delegating other issues to the appropriate colleague, ensures all can contribute and avoids over-reliance on specific volunteers.</i>	<p>The group agrees to adhere to the agreed roles as far as possible.</p> <p>Where immediate help or advice is requested, from a volunteer with a different role, the appropriate colleague will be called or texted for telephone advice or guidance.</p>
Difficult subjects	<i>Families often come from conflict zones involving complex dynamics between opposing factions. Families may have religious beliefs that some volunteers find difficult.</i>	<p>Group members will not instigate discussions about the situation in the family's country of origin or departure, or about any aspect of politics or religion.</p>

		<p>The group will ensure the family understands the law and what is or is not acceptable in the UK, including freedom of speech, conscience and religion and examples of its limits.</p>
Immigration advice	<p><i>It is unlawful for anyone who is not an OISC-certified immigration solicitor or adviser to offer this advice.</i></p> <p><i>Questions about family reunion, permanent settlement, and travel outside the UK are very common, and groups need to be prepared for this.</i></p>	<p>The group will make clear to the family at the outset that group members offering them immigration advice is against the law.</p> <p>The group will source and provide the family with key information about family reunion rules, travel requirements and the application process for Indefinite Leave to Remain after 5 years.</p>
Time-keeping	<p><i>The family will need to attend a great many appointments, particularly within the first few months. Their finances, health, education and well-being may be seriously harmed by lateness or non-attendance.</i></p>	<p>The group will explain to the family the importance of punctuality for all appointments.</p> <p>When accompanying the family to appointments, group members will allow plenty of time for the journey, anticipating weather, delays, public transport issues, parking etc.</p>
Decision-making	<p><i>The group will be required to consider and decide on a very wide range of matters, some of which are likely to elicit strong views and opinions.</i></p> <p><i>Families can expect to show high levels of dependency on the group's knowledge and experience of life in the UK, particularly at the outset.</i></p>	<p>The group will agree clear ground rules for meetings and decision-making, including respect for each other's views and acceptance of the agreed democratic process.</p> <p>The group will equip, support and encourage the family to make their own decisions at all times, provided doing so does not breach their safeguarding responsibilities.</p> <p>The group will ensure the family has sufficient information to foresee any potentially adverse consequences of decisions they may wish to take.</p>



Community Sponsorship Scheme

Media Consent & Release Form

Photos, videos and other images featuring resettled family members will ONLY be taken, shared or used by Portsmouth Roman Catholic Diocese staff or volunteers where the family has given their prior signed consent for one or more specified purposes.

Potentially suitable purposes could include:

- **Portsmouth Roman Catholic Diocese website**
- **Portsmouth Roman Catholic Diocese Facebook or Twitter account**
- **Portsmouth Roman Catholic Diocese Newsletter or Annual Review**
- **Portsmouth Roman Catholic Diocese banners, flyers and other promotional materials**
- **A positive feature on Community Sponsorship in print or online media**
- **Presentation slides for a talk or other event with trusted stakeholders**
- **A specified request by a trusted partner organisation**

Signed Consent

I hereby authorise Portsmouth Roman Catholic Diocese staff and volunteers to photograph/video* members of my immediate family, resettlement case no <XXXXX>, to copyright the resulting images/footage* and to use them for the following specified purpose(s) only:

This consent is given freely and voluntarily for the wider benefit of the Community Sponsorship Scheme, and with no expectation of payment.

I understand that this consent can be withdrawn at any time by notifying Portsmouth Roman Catholic Diocese, who will, wherever possible, rescind all future planned use of the images/footage* and arrange for all digital copies to be destroyed on request.

Personal data is processed in line with the Diocese Privacy Notice available on the website: <https://www.portsmouthdiocese.org.uk/gdpr>

Name of Parent/Carer.....

Signature.....

Date.....



Community Sponsorship Scheme

Safeguarding Summary

All Portsmouth Roman Catholic Diocese staff and volunteers involved in the scheme have a duty to keep refugee families safe and protected from harm.

We also need to consider the safety and well-being of others with whom the family comes into contact.

The National Safeguarding Policy for Community Sponsorship applies to all those actively involved, in whatever role or function, in providing resettlement support to families.

Staff and volunteers are required to read, understand and adhere to the national policy, which is available online <https://www.portsmouthdiocese.org.uk/safeguarding-policies>

For general queries about safeguarding please contact the Portsmouth Roman Catholic Diocesan Safeguarding Coordinator, Ruth Attfield, Tel: 02394 216488 / 07554 427064 Email: rattfield@portsmouthdiocese.org.uk

The national policy sets out what to do and whom to contact in the event of a safeguarding concern or incident.

On the next page is a simple flowchart detailing the steps to take *including* the specific contact details for *your project*.

Please keep this flowchart safe and accessible in case you need to report a concern

Below is a quick reminder of the key steps to follow:

A. Immediate Risk of Harm

1. Contact the Police or Child/Adult Social Services ***immediately***
2. Make detailed notes of the incident or concern ***asap***
3. Contact the Portsmouth Roman Catholic Diocese Safeguarding Lead (DSL) ***the same day***
4. Submit a Safeguarding Incident Report Form (IRF) ***by 12 midday the next day***
5. Contact your Project Lead or Project Safeguarding Lead ***within 24 hours***
6. Complete an online reporting log and refer to the IRF ***within 24 hours***

B. Any Other Concern

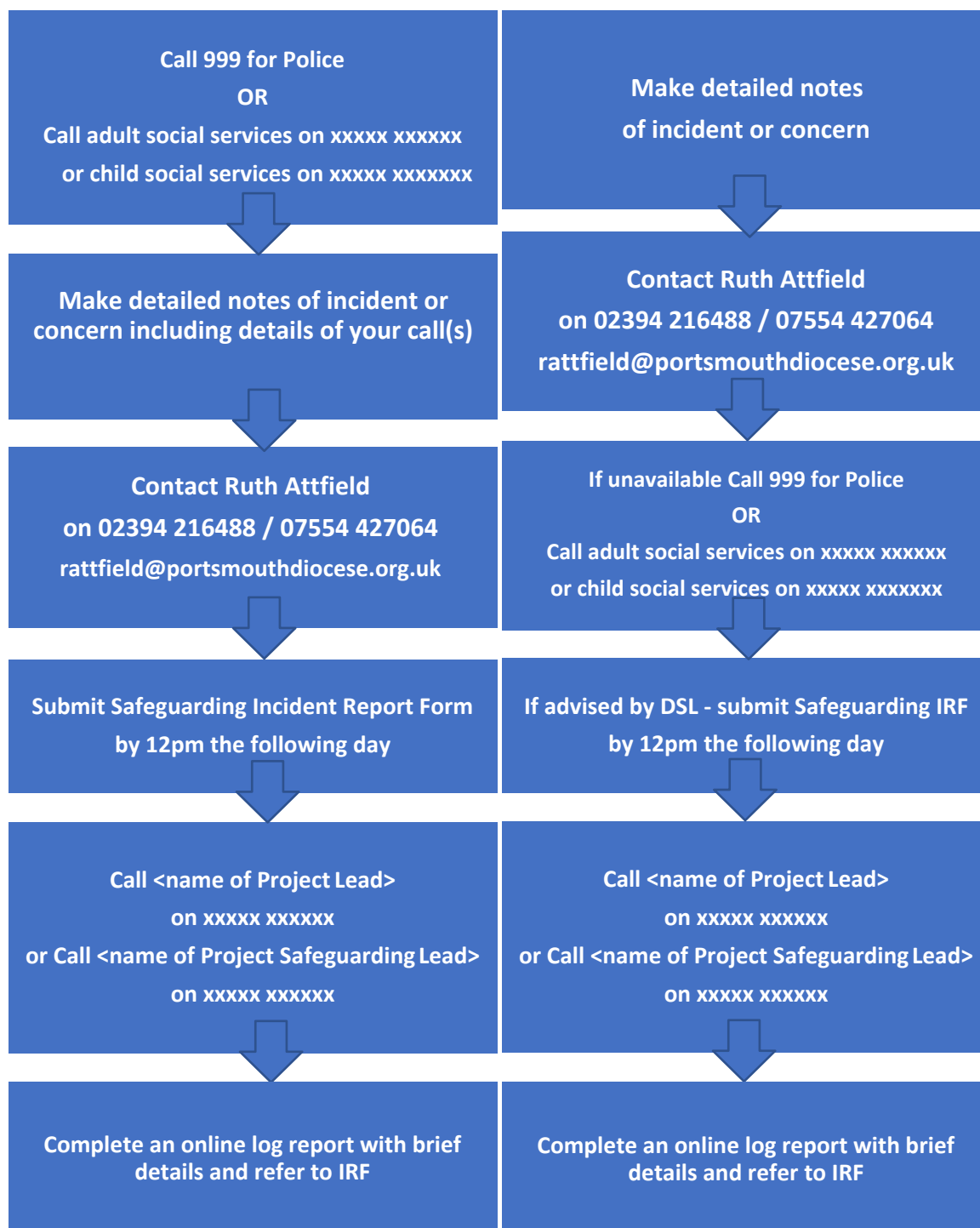
1. Make detailed notes of the incident or concern ***asap***
2. Contact the Portsmouth Roman Catholic Diocese DSL ***the same day***
3. If unavailable contact Police or Child/Adult Social Services ***the same day***
4. If advised by the DSL, submit a Safeguarding IRF ***by 12 midday the next day***
5. Contact your Project Lead or Project Safeguarding Lead ***within 24 hours***
6. Complete an online reporting log and refer to the IRF ***within 24 hours***



Safeguarding Escalation Flowchart

Immediate risk of harm

Any other incident or concern





Catholic Values

Christ At The Centre

To be Catholic is to hold the person of Jesus Christ at the centre of our daily life and work. Through daily prayer and reflection, we continually strive for personal holiness, social righteousness and obedience to God.

God And The Human Person

We love God and we love our neighbour. God is present in everyone.

Every human being is sacred, precious and of infinite worth. Everyone has equal and innate dignity.

We respect life from conception to death. We are committed to the well-being of others. We treat everyone with love, compassion, gentleness, mercy and forgiveness.

Rights & Responsibilities

Since we live in relationship with others, we never insist on our rights at the expense of our responsibilities.

We promote and uphold the rights of others, especially those who are marginalised or who struggle to be heard. Each of us has the right to be free and to contribute to society.

We are called to do what is right, rather than simply doing what we like. We dedicate ourselves to serving others through self-discipline, hard work, steadfastness and reliability.

The Poor & Vulnerable

If the poor are excluded, the whole of society becomes impoverished. We commit to living in relationship with people who are poor, vulnerable or marginalised, and to prioritise their interests. We work to transform systems that impoverish or exclude.

Truth & Justice

In everything we do, we strive for truth and justice. We uphold gospel truths over all conflicting ideas and ideologies. We seek right relationships with everyone we meet and with the whole of God's creation.

Family & Fidelity

We seek to preserve, protect and strengthen the family as the fundamental building block of society. We uphold the ideals of faithfulness and trust in all our relationships. Our word is our bond in every encounter.



Gifts, Talents and Humility

The gifts, talents and attributes we have are gifts from God, for the benefit of the world. As sinners we admit that we often get things wrong. We are called to serve others in humility. Jesus humbled himself; we must do the same.

Judgement

Jesus commands us not to judge others. Only God has authority to judge.

The gospels teach us good judgement in our own lives and equip us to help others do likewise.

Solidarity

We are social beings who need one another. We recognise a deep bond between people that transcends family, place or country. We call this solidarity.

We are committed to the well-being of our neighbours, both near and far, including a fair distribution of goods, resources and opportunity.

Integral Human Development

We seek to develop the whole person, in mind, body and spirit, involving those we serve in decisions that affect them. We empower people to realise their full potential and to determine their own future.

The Common Good

Our vision of the Common Good is the shared life of a society in which everyone freely participates and has the chance to flourish. We work with our neighbours across our differences, sharing our unique gifts and talents for the well-being of each other and of all.

The Dignity of Work

We dedicate our work to the glory of God and undertake it responsibly. Work is not just a way to make a living; it is intrinsically good. We stand in solidarity with all workers, helping them to resist exploitation and to benefit from decent wages, humane working conditions and a healthy work-life balance.

Care for Our Common Home

God created the world as a precious gift. As stewards of His creation, it is our duty to preserve the earth's resources, natural climate and ecosystems. We do so in the interests of humanity; especially the poor and future generations. Our faith calls us to "live simply, that others might simply live".

Community Sponsorship Scheme

Volunteer Policy

Portsmouth Roman Catholic Diocese values and appreciates our Community Sponsorship volunteers enormously.

Your dedication, passion, skills, work and life experience are invaluable, and can make all the difference to the family you help to resettle.

Community Sponsorship volunteering is open to all, irrespective of religion, age, gender, disability, nationality, race, ethnicity, marital or civil partnership status, maternity status or sexual orientation.

We will train, support and encourage all our volunteers, with the intention that you will feel confident and be enriched by the whole experience. We hope some of you may also benefit in terms of future careers and other opportunities.

Community Sponsorship volunteers are covered by Portsmouth Roman Catholic Diocese's public liability insurance, for any resettlement work they do with refugee families.

This policy statement is part of an easy-to-read Handbook that includes procedures for responding to a safeguarding concern, how to ensure confidentiality, how to protect the family's personal data and so on.

Please do read through the Handbook carefully. If you have any questions please ask your Project Lead, who can discuss with Portsmouth Roman Catholic Diocese if necessary.

It is vital for the success of your project that everyone in the group understands and follows not only the safeguarding procedures but all of the guidance in the Handbook.

Portsmouth Roman Catholic Diocese will expect our volunteers to:

- ◆ Be reliable and honest
- ◆ Uphold the charity's values and comply with our policies
- ◆ Contribute positively to the aims of the charity and avoid bringing Portsmouth Roman Catholic Diocese into disrepute
- ◆ Comply with the Memorandum of Understanding between Portsmouth Roman Catholic Diocese and your group
- ◆ Adhere to the applicable Code of Conduct for your group
- ◆ Carry out your tasks to the best of your ability



As Portsmouth Roman Catholic Diocese volunteers you can expect to:

- ◆ **Volunteer in a safe environment**
- ◆ **Know what to do if something goes wrong**
- ◆ **Know what to do when there is a safeguarding incident or concern**
- ◆ **Know how to raise a grievance**
- ◆ **Receive clear information about what is, and is not, expected of you**
- ◆ **Receive adequate support and training**
- ◆ **Receive ongoing advice and guidance whenever you need it**
- ◆ **Be treated with equal respect and dignity at all times**
- ◆ **Be recognised and appreciated**
- ◆ **Be able to say 'no' to anything which you feel is unrealistic or unreasonable**
- ◆ **Be reimbursed from your Sponsorship Fund for travel and other necessary expenses**