



Safeguarding Policy

Safeguarding Statement:

Durham Pointers is the city's unique mobile visitor information service. Our volunteers have become an established part of the city centre during the main tourist season. We normally operate in the market place from our customised Pointers trike, where we welcome visitors, hand out free city maps and deal enthusiastically with a wide range of enquiries.

Our initial duty of care is to our volunteers and we aim to ensure this in a number of ways, including:

- A risk assessment policy to help mitigate the risks that a Pointer may face.
- An active Committee who make all operational decisions with the safety, well-being and happiness of Pointers in mind
- A system of induction, buddying and daily supervisors to oversee the wellbeing of the volunteers.

Definitions of abuse, harm and neglect:

Child Abuse:

'Child abuse happens when someone harms a child. It can be physical, sexual or emotional, or involve neglect. Children who experience abuse may struggle to speak out, so it's vital that anyone working with children or young people is able to recognise the signs of abuse.' - <https://learning.nspcc.org.uk/research-resources/briefings/definitions-signs-child-abuse>

Vulnerable Adults:

The Care Act recognises 10 categories of abuse that may be experienced by adults. These are:

Modern Slavery; Domestic Abuse; Discriminatory; Organisational; Physical; Sexual; Financial or Material; Neglect and Acts of Omission; Emotional or Psychological - <https://www.anncrafttrust.org/resources/types-of-harm/>

Due to the nature of our voluntary work, we have very little contact with either young people or adults who may be deemed to be at risk. We only work outdoors and therefore have time-limited direct contact with members of the public. However, we are all committed to acting as 'good citizens'. Should we witness any incidents where we believed a child or adult to be in danger of abuse or neglect, our volunteers are not qualified to take on a more interventionist role. If the threat was deemed immediate, it would help if a Pointer contact the Police using the 999 facility. If the threat is not deemed immediate, a Pointer is advised not to intervene. A Durham Pointer is not qualified to record any details.

Process for DBS checks

We have reviewed the guidelines for whether a DBS check is required for a Durham Pointer at: <https://www.gov.uk/government/organisations/disclosure-and-barring-service>

Having read the guidelines and having completed the online checklist, we do not believe that a DBS check is required for our volunteers. We will review this on an annual basis.

Risk Assessment Process and Insurance

Durham Pointers has a risk assessment policy. This includes a statement about safeguarding and is reviewed on an annual basis, or more frequently if operating conditions Durham Pointers change (for, example, with the COVID pandemic). The Durham Pointers have an Insurance Policy which is paid every year.

Procedures for allegations, accidents and incidents

A Pointer dealing with an allegation should display empathy. However, it is not in our power to record, in writing, details as this may impinge on the Data Protection Act.

In the event of an accident or incident the following process will be followed:

1. Any accident/incident affecting a Durham Pointer whilst on duty should be reported in The Accident/Incident Report book. The diary should only be filled with any essential information. Minimum detail. Any personal detail is written with owner's permission.
2. On no account is the Accident/Incident book to be used in respect of members of the public.
3. If a member of the public is involved in an accident, a Pointer can direct them to the nearest pharmacy, can call NHS 111 or call NHS 999 in respect of degree of necessity.
4. A Pointer, in the event of an incident can call Police Neighbourhood Team/Police Community Support Officer 101 or call the Police 999 in respect of degree of necessity. And notify the Town Hall if open. A Pointer cannot record any details.
5. The Durham Pointers stand next to the Market Place Defibrillator. It is a personal choice whether the Pointer uses it or not. It is noted that the Defibrillator is not their responsibility.

Procedure for working with other organisations:

As we do not routinely work with other organisations no procedure is required.

Safeguarding training

Each year we start the season with a number of different 'training' opportunities which normally involve visiting the different attractions and services that visitors may want to access (e.g, the Cathedral, the Castle, the Park and Ride Service). We also produce and circulate a regular Newsletter where we share Pointing stories and alert our volunteers to any changes in procedure. We have a system of daily 'co-ordinators'. These are experienced Pointers, many of whom also serve on the Committee. Their role is to brief the volunteers on daily activities and to alert them to operating procedures. The Safeguarding Policy will be incorporated into Induction and briefings to volunteers.

Role of Designated Safeguarding Contact

The Durham Pointers is managed by a volunteer Committee, currently comprised of 11 members. A Designated Safeguarding Contact is not deemed as necessary.

Process for review

Every year Durham Pointers holds an Annual General Meeting in early October when the season has ended. We review the season's operations, the financial accounts and propose and agree any changes to the Constitution and the Committee membership. At this meeting we will also review the Risk Assessment, Data Protection, Insurance and Safeguarding Policies.