



# Child and Vulnerable Adult Protection Policy



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Chain of Hope is a registered charity in the UK No. 1081384 and a company limited by guarantee No. 3933420  
Chain of Hope · South Parade · London · SW3 6NP

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## **PROTECTION POLICY STATEMENT**

As an organisation that works with children, young people and vulnerable adults from many countries, Chain of Hope believes that they have the right to be protected from all forms of abuse, whether physical, sexual, neglect or emotional and including discrimination, exploitation and degradation of dignity. Chain of Hope's position is in accord with the United Nations Convention on the Rights of the Child, and also subscribes to the key principle of UK children's legislation and guidance, i.e. the child's, young person or vulnerable adult's welfare is paramount.

Chain of Hope exists to help children, young people and vulnerable adults who are already suffering. We depend on the good will of many people - medical teams and other hospital staff, host families, escorts, social workers and interpreters and volunteers to achieve our aims.

It is unfortunate that an organisation, to which people give so much time and effort to help children, young people and vulnerable adults should need a policy and procedures to protect them. Abuse, however, happens for many reasons. It can occur as a result of misunderstanding or frustration. It may be totally unpremeditated - an impulsive reaction; alternatively, it may be carefully planned. We have to acknowledge that abusers often seek to become involved with organisations where they can have access to children and/or vulnerable adults, simply in order to abuse or exploit them.

Chain of Hope must, therefore, do everything it can to protect the children, young people and vulnerable adults for whom it is responsible:

firstly, through its recruitment and vetting process, to minimise the possibility of an abuser ever becoming involved with the charity

secondly, via the procedures which accompany this Policy Statement, by providing anyone who works for or with us, and who suspects that a child, young person or vulnerable adult for whom we are responsible is being, or has been, abused or exploited, with guidance on the action they must take.

If children, young people and vulnerable adults are to be truly protected it is essential that organisations such as ours fully co-operate with those mandated by law to actively work to protect them. The procedures that follow were developed with the assistance of the National Society for the Prevention of Cruelty to Children (NSPCC) and recognise and are consistent with that objective. They have been designed to complement Local Safeguarding Children Board (LSCB) procedures, and those relating to the protection of vulnerable adults.

## Introduction

Abuse is not always easy to recognise, even for practitioners who specialise in such work. A sick child or vulnerable adult in a strange and culturally different environment, perhaps in a post-operative condition, may well display some of the signs and indicators associated with abuse, e.g. appearing withdrawn and/or nervous, having a poor appetite, being distressed etc.

Please remember you are not suddenly expected to become an 'expert' on abuse, but do rely on the experience you have gained in the course of your professional duties working with children, young people or vulnerable adults, or through training or even as a parent. If you have concerns, you must not keep them to yourself.

These procedures set out the actions, which must be taken, where there are any concerns relating to the protection of children/young people or vulnerable adults from harm, abuse or exploitation. **The procedures apply to all staff and volunteers and have been agreed and endorsed by the Trustees of Chain of Hope.**

You may become aware of the possibility of abuse through any number of means. If you see, hear or are told anything that makes you concerned that a child, young person or vulnerable adult for who Chain of Hope is responsible may be at risk of, is being, or has been, abused or exploited you must share that concern as set out in the following procedures.

You must not wait to see whether there really is a problem, nor should you 'investigate'. The protection of children, young people and vulnerable adults is a complex area, which requires specialist skills and knowledge.

It is important to remember too, that **it is not your responsibility to decide whether a child, young person or vulnerable adult is being, or has been, abused or exploited or whether or not someone poses a 'real' risk to their welfare. It is, however, your moral responsibility to take action to prevent the suffering of a child, young person or vulnerable adult and it is your duty under these procedures.**

It is acknowledged that reporting concerns regarding the possibility of abuse can be difficult. **Saying or doing nothing, however, is not an option.** The Trustees of Chain of Hope will support anyone who, in good faith, reports concerns that a child, young person or vulnerable adult is being or is at risk of abuse or exploitation or that someone may pose a risk to them, even if those concerns prove to be unfounded.

## 1. INTRODUCTION

This policy sets out a Code of Conduct to provide the values and framework within which Chain of Hope staff are required to work.

It is the individual's responsibility to ensure they read, understand and act in accordance with the Code of Conduct.

## 2. VALUES

Chain of Hope's core values underpin the code of conduct:

### **Quality**

We endeavour to provide the highest level of service through our experienced and world class medical professional volunteers

### **Impartiality**

We must always act in a non-discriminatory way and ensure that all patients are given equal rights to treatment irrespective of race, religion, gender or creed.

### **Accountability**

We strive to provide accountability throughout our organisation, implementing and reviewing good governance structure to ensure fair and transparent decision making processes are in place.

### **Compassion**

We always aim to treat all with the care and respect that we would want to be shown.

## 3. CONDUCT

### **Appearance**

As all staff may be in an environment dealing with children and adults of different cultures, in meetings with committee members, donors, trustees and medics, therefore, it is important that all staff maintain a smart and professional appearance as representatives of the Charity.

- All staff are required to maintain a suitable smart and professional appearance.
- Jeans, trainers and flip flops are considered to be inappropriate for reflecting a professional image.
- Bright unnatural hair colouring is not permitted.
- Visible tattoos/body decorations should be kept covered up at all times.
- No obvious body piercing is permitted apart from ears.
- Jewellery should be discreet

### **Answering Phones**

- Telephones should be answered in a professional and timely manner and the person answering should clearly state their name e.g. "Good Morning, Chain of Hope, [name] speaking".
- Never let a line ring out even if you are on the phone. If already on a call and a second line rings where no one else is available to answer, ask the caller to hold for a moment put the line on 'hold' and ask the second line for their name and number and explain that someone will call them back.
- All staff should take responsibility to ensure the voicemail is set every night and taken off promptly each morning. If all staff are attending a team meeting or training, the answerphone should also be set for these periods.

- If a member of staff is out of the office, a member of their team should take the call and either assist the person with the enquiry or take a message, whichever is appropriate.

### **Use of Personal Mobile Phones**

- The majority of staff own their own personal mobile phone and as such may receive calls and texts during the day. Whilst this is acceptable in general, employees must ensure that these are kept to a reasonable level and do not interfere with their work.
- Personal phones must be kept on silent mode and if a person does need to take a call then they should leave the office so as not to disturb their colleagues with the call.
- Mobile phones should be turned off or on silent during meetings or training and not in general view as alerts can still be distracting even when silent. Calls and texts must never be taken during these times (unless there is an emergency situation and then the employee should pre-notify the meeting chair/trainer).

### **Timekeeping**

- The core office hours are 9 am – 5.30 pm, with an understanding that staff will be required to work flexibly from time to time according to the nature of the demands of the role. Please note, some employees have different core hours.
- Staff should be aware that they are expected to be at their desks to commence work at the appropriate start time.
- Attendance at meetings should be considered an integral part of your work. Staff should be aware that your attendance is expected and you should not fail to attend unless this has been previously agreed with your line management.

### **Kitchen**

- Employees must respect that the kitchen is a shared space and leave it how they would wish to find. In particular, rubbish should be properly put in the bin, dirty crockery & cutlery should be washed after use and any spills should be cleaned up.

### **Communication**

- Communications should be professional at all times and staff must remember that their email is owned by Chain of Hope and is not a personal address.
- When staff are out of the office, this should be communicated to their team and the office.
- Caution should be taken when sending emails which could be seen to be inflammatory as they could be used against Chain of Hope.

### **Teamwork**

- Chain of Hope relies on team work and all employees must ensure they support one another in achieving the overall team aim.
- It is each department's responsibility to ensure that someone from their department is covering over lunch breaks, days off for leave, time out of the office for training or otherwise.
- Staff should seek to support other team members during periods of pressure where their current workloads have the capacity.

- Employees must always adapt to requests for one off pieces of work or change in normal workloads when directed to by their manager/line management structure.

### Music

- Employees should not listen to music either via headphones or speaker during working hours as this can disrupt others, leave the organisation liable to broadcaster breaches or PRS charges and could mean telephone calls/queries are not handled in a timely or professional manner.

### Use of Calendar

- All meetings and annual leave must be recorded in the outlook calendar immediately. For meetings that are to be confirmed, enter into the calendar but mark as TBC.

### Annual Leave

- The leave year runs from 1 January to 31 December.
- Newly appointed staff receive an allocation of holiday entitlement proportionate to completed months of service to 31 December as detailed in their contract.
- The granting of leave on any particular date is at the discretion of the Chief Executive who requires at least **one month's notice** of requested leave.
- **No more than two weeks leave** at any one time unless in prior arrangement with the Chief Executive.
- For the Fundraising Team: From September to the end of November is a busy period for COH in the lead up to the Annual Gala Ball, therefore any leave during this period is given at the discretion of the Chief Executive.
- For All Other Teams: November is a busy period for COH in the lead up to the Annual Gala Ball, therefore any leave during this period is given at the discretion of the Chief Executive.
- All Christmas leave requests will be considered together to ensure there is cover across the office departments.
- Two days out of the annual leave entitlement may be taken as Duvet Days subject to authorisation by the line manager. This is essentially a day of leave which can be taken at short notice. Requests for duvet days must be made first thing in the morning of the day in question to the line manager.
- In order for leave requests to be actioned, they must be entered into the calendar immediately after authorisation.

### Child Protection

All staff and volunteers are expected to adhere to the following, which applies to everyone working within or on our behalf.

The following has been developed to provide you with guidance which will help to protect children, and will also help you and your colleagues identify any practices which could be mistakenly interpreted and perhaps lead to false allegations of abuse being made against you.

Good practice will also protect the Chain of Hope through reducing the possibility of anyone using their role within the organisation to gain access to children in order to abuse them. This is because all members of staff will be expected to report any breaches of this code, which they may observe being made by any other member, or of which they are made aware.

**Staff and volunteers are expected to:**

- Listen to and respect children and vulnerable adults at all times. Do this regardless of their age, gender, ethnicity, disability or sexual orientation. Don't discriminate or show signs of disapproval or prejudice
- Always avoid favouritism, singling out 'troublemakers' and gossiping about children and vulnerable adults
- Work in partnership with other sections of Chain of Hope and/or other organisations to ensure that everything possible is done to safeguard and promote the welfare of children and vulnerable adults
- Adhere to all policies including guidance on e-safety and social media activity
- Cooperate with any vetting and recruitment requirements appropriate to your role
- Ensure that, whenever possible, there is more than one adult present during activities with children, or that they are at least within sight or hearing of others – unless the reason for this has been firmly established and agreed with their manager
- Ensure that language and conversation is appropriate when talking with or within hearing distance of children, or vulnerable adults
- Be aware of your own behaviours when around young people e.g avoid smoking and/or drinking alcohol in their presence
- Remember the focus of your relationship with a child or vulnerable adult you have met through work should always remain in work. The aim should never be, or become, to develop the relationship into a long term friendship
- Be aware that children and vulnerable adults can and do develop both heterosexual and homosexual infatuations towards adults working with them. If you become aware



of this happening towards yourself, you should inform your manager and then respond to the situation in a way which maintains the dignity of all concerned

- Consider your physical appearance at work. Adults working with children and vulnerable adults should dress decently, and appropriately for the task undertaken and the age group involved
- If you suspect that a child or vulnerable adult is being abused in any way (including if they make a disclosure of abuse to you, or you suspect abuse) you must act on it and follow the Safeguarding Procedures. Statements about or allegations of abuse or neglect made by children or vulnerable adults must always be taken seriously.

### **Behaviours which staff and volunteers are not permitted to do**

It is not permissible (and in some instances may be unlawful) for an individual to:

- Use their position to intimidate, bully, threaten, injure, discriminate against, coerce or undermine any child or vulnerable adult
- Make sexually suggestive or derogatory remarks or gestures to, or in the presence of, a child or vulnerable adult
- Encourage or assist others, including children or vulnerable adults, to break the law in any way
- Invite a child or vulnerable adult met through your work or volunteering with Chain of Hope into your home
- Carry out duties or volunteering while affected by substances such as alcohol, solvents or drugs
- Engage in, or attempt to engage in a sexual or inappropriate relationship with a child or vulnerable adult, including the use of suggestive conversations or comments by texting or emails or social networking or face to face
- Breach confidentiality or seek information to which they have no right of access
- Allow individuals to gain access to children or vulnerable adults, without having completed the appropriate checks and processes

- Allow staff to initiate any physical contact with children or vulnerable adults. If a child or vulnerable adult initiates any physical contact (e.g. approaches you for a hug) deflect them where possible politely. The main principles of physical contact are: it should be in response to the needs of the individual, appropriate to the age and stage of development of the person and be within a professional context only
- Shout at a child or vulnerable adult unless it is appropriate that they hear your instruction because they are in danger or at risk of danger
- Engage in any physical rough and tumble play with children or vulnerable adults you are working with.
- Take a child, or vulnerable adult out of a public place into a closed area on a one to one basis unless this is part of your work/volunteering and has been agreed by your line manager
- Physically restrain a child or vulnerable adult unless the restraint is to prevent physical injury of the child/vulnerable adult/other children/visitors or staff/yourself.

#### **On-going contact:**

There may be occasions when you may wish to maintain some level of contact with a child/young person you have met through your work with Chain of Hope. If so, this should only be done through Chain of Hope channels and you should inform your manager beforehand of your intentions and seek their approval.

#### **Gifts:**

Any contact that involves the giving of gifts to a child, young person or their family should only be given after obtaining the prior approval of your manager. Gifts, whether as cash or as a present, will be limited to a value not exceeding £50.00.

#### **Online behaviour:**

Chain of Hope recognises the opportunities and challenges new technology brings to those working with children and young adults. We advocate applying the same principles, expectations and standards for interacting and communicating with children and vulnerable adults online as in other areas of practice, maintaining personal and professional boundaries in their communications and contacts with children, vulnerable adults and their families.

The term 'e-safety' is defined here as the process of limiting the risks to children and vulnerable adults when using any internet, digital and mobile technology. To this end Chain of Hope expects the following online behaviour by staff, volunteers and anyone working on our behalf:

- When communicating with children or vulnerable adults online observe the same rules of behaviour as if speaking with them in person that is by being polite, respectful, not swearing or saying anything (using the written word, images or icons) that could be regarded as sexual innuendo, bullying or discrimination. Maintain professionalism in your communications online and on mobile devices at all times

- Chain of Hope IT equipment (including computers, laptops, mobile phones, notebooks, cameras, etc) must not be used to view, download, create or share illegal content (such as abusive images of children) or material inappropriate to the workplace, e.g. adult pornography
- Contact with children online should only be undertaken within your role and therefore with the knowledge and approval of your line manager, and strictly for Chain of Hope work purposes only
- If staff or volunteers identify e-safety concerns – be they be about illegal online content or suspicious behaviour by another adult online - then they must follow the Chain of Hope procedures for reporting on those concerns
- Any images that are taken (e.g. film or photographs) are business-appropriate.

**Behaviour that is not permitted:**

In respect of any child met through your work for or on behalf of Chain of Hope, staff and volunteers must not:

- Seek to befriend a child or vulnerable adult or their family online whom you have met through work for any purpose whatsoever including for the purpose of developing a personal and/or sexual relationship
- Give their personal contact details (including personal mobile number and e-mail address) to any child or vulnerable adult. This includes mobile phone numbers, home address, social networking accounts, personal website/blog URLs, online image storage sites, passwords etc
- Communicate with any child or vulnerable adult via any personal social networking sites
- Use the internet or web based communication to send personal messages to anyone unless this is part of official Chain of Hope business using professional accounts and devices
- Ask to become an online friend/contact of a child or vulnerable adult
- Add/allow a child or vulnerable adult to join your contacts/friends list on personal social networking profiles

- Share personal details with any child or vulnerable adult on a personal social network site
- Use your personal digital camera/video for work – this includes integral cameras on mobile phones
- Send any illegal or inappropriate content (written, images or icons) including 'sexting'<sup>1</sup>
- Use your personal mobile phone to communicate with children or vulnerable adults. This includes phone calls, texts, emails, social networking sites etc.

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<sup>1</sup> Sexting is the exchange of self-generated sexually explicit images through mobile picture messages or webcams over the internet. Young people may refer to it as cybersex or sending a nudie/picture or selfie.

## Procedure for office based staff<sup>2</sup> employed by Chain of Hope

The procedures, which follow this section, have been written to advise others who provide a service on behalf of Chain of Hope, on the actions they must take should they become concerned about a child or vulnerable adult for whom we are responsible, or the behaviour of an adult associated with the work of Chain of Hope.

As well as advising on how and when to contact the appropriate medical and/or children's services authority, the procedures make clear the need to contact the International Child Referral Programme Manager, the Overseas Operations Manager or Chief Executive whenever these concerns may arise.

As office based staff, you are likely to be the first point of contact. If children and vulnerable adults, those others supporting our work, and Chain of Hope itself are to be protected, **it is essential that you act in accordance with the expectations of the Chief Executive and Trustees.** *As key members of the charity, it is essential that you are as familiar with, and committed to, your role and responsibilities under this policy, as you are with all other policies of Chain of Hope. Part of those roles and responsibilities are ensuring that others follow Chain of Hope procedures at all times. You should never agree to these being waived or varied without the prior agreement of the Chief Executive.*

If you receive any information which suggest that a child, young person or vulnerable adult, for whom Chain of Hope is responsible, may be at risk of, is being, or has been, abused or exploited you must share that concern with the International Child Referral Programme Manager, the Overseas Operations Manager or Chief Executive immediately. You must do exactly the same should you receive any information suggesting an adult associated with any aspect of the work of Chain of Hope may pose a risk to them.

You must not wait to see whether there really is a problem, nor should you 'investigate'. It is not your responsibility to decide whether abuse may have or has happened or whether or not someone poses a 'real' risk to the welfare of a child/young person or vulnerable adult.

It is, however, your moral responsibility to take action to prevent any further or future suffering and it is your duty under these procedures. The 'prompt card' at the end of these procedures has been designed to assist you in ensuring you obtain the necessary information.

- If it appears that the child, young person or vulnerable adult is in need of medical attention you should contact the relevant hospital, explain the situation and ensure arrangements are made for any necessary medical treatment.
- In the case of a medical emergency, or if the child /vulnerable adult is at risk of immediate violence, you should contact the appropriate emergency services.

In either case, you should then inform the International Child Referral Programme Manager, the Overseas Operations Manager or Chief Executive immediately, and inform them of actions taken.

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<sup>2</sup> Staff are defined as meaning anyone working for Chain of Hope, whether in paid employment or in a voluntary capacity.

## Procedure for Host Families

If, **at any time**, you suspect that a child, young person or vulnerable adult, for who Chain of Hope is responsible \*, has been, is, or maybe, the victim of abuse or exploitation, or that an adult associated with the work of the Chain of Hope may pose a risk to a child or vulnerable adult, **you must telephone Chain of Hope.**

Please dial 020 7351 1978 and ask for the Host Family and Support Volunteer Co-ordinator, International Child Referral Programme Manager or Chief Executive and explain your concerns. Should they not be available explain your concerns to any member of staff available, who will pass the details onto the appropriate person.

Out of hours please contact the above on their mobile phones.

Chain of Hope will decide on what further action should be taken but will, of course, keep you informed.

Should you be unable to speak to someone from Chain of Hope, within **four hours**, you must contact the local children's services authority department - or, outside normal working hours, that department's Emergency Duty Team. Their telephone numbers will be in your local directory or available from directory inquiries. You should still continue to try to contact Chain of Hope but, apart from this, you must be guided by the social workers from the local authority who, in turn, will be acting in accordance with local procedures for safeguarding children and vulnerable adults.

Families give their child/vulnerable adult to us to help. They trust we will do all we can to provide them with the opportunity for a better life. They trust too, that we will keep them safe.

In becoming a host family, you will have undergone careful assessment to ensure you are able to provide our children and vulnerable adults with the care they need, during what can be a traumatic time for anyone. Part of that assessment too, was to determine whether in fact you would be able to provide a safe environment in which to care for the child/vulnerable adult. In attempting to ensure this safety, the assessment process explored many aspects, one of which was their protection.

\* Please remember that these children/young people/vulnerable adults, whether accompanied to the UK by a parent or carer or unaccompanied, are subject to the same protective legislation and guidance as those who live here.

## **Procedure for Host Families - continued**

We know our host families understand that because of the trust placed in us, Chain of Hope cannot take chances with the safety of children/vulnerable adults. For this reason, you will appreciate that we cannot allow host families to delegate the care of our patients, for any period however long, to any other person not similarly approved by Chain of Hope. Chain of Hope will ensure that all host families have the name of a support host family available to offer this help during placements. Where geography makes this impractical, host families can nominate a close friend or babysitter who would be available to undertake this role. That person will, of course, have to agree to be 'police checked' prior to their being left in charge of a child/young person/vulnerable adult. If for any reason you would like to leave a child/vulnerable adult with them overnight, this must be agreed in advance by the International Child Referral Programme Manager or Chief Executive or a member of staff authorised by them to do so..

Although our formal involvement with a child/vulnerable adult ceases after their return home and their care is returned to their families and local health staff, there are occasions when host families have wished to maintain some contact with a child/vulnerable adult for whom they have cared.

While it is accepted that this has been for the best possible reasons, there is the potential for this practice to create difficulties for the child/vulnerable adult, the host family and for Chain of Hope. In order to reduce this risk, this policy has now been changed to address this issue. Host families wishing to have written or telephone contact with a child/vulnerable adult or their family, after they have returned to their country of origin, are free to do so. Host families wishing to have contact with the child/vulnerable adult or their family which involves the giving of cash or gifts over the value of £50.00, any commitment of long term financial support or visits to or from the child/vulnerable adult must only do so through the offices of, and with the approval of, Chain of Hope. Any request within these areas will be considered taking any risks into consideration and you will be informed of the decision.

The Trustees recognise that this may cause some distress, for some host families, however, they have given careful consideration to both of these issues. On the advice of the Chief Executive, and that received from Chain of Hope's professional advisors, they have decided that any failure to comply with these instructions will be treated as giving rise to serious concerns.

### **What happens if an allegation is made against you or a member of your family living at your home:**

We appreciate the work you do for Chain of Hope, however, our primary duty must be to ensure the safety of the children/vulnerable adults for whom we are responsible. This means that any suggestion of abuse must be fully investigated, regardless of the stress this may cause you.

If an allegation is made, we will, in accordance with these procedures, inform the local authority where the child/vulnerable adult is living. It is that agency's legal responsibility to carry out any investigation. They may do this in association with the police or they may do so on their own after consulting with them.

The first step will be for the child/vulnerable adult to be seen and interviewed by staff specifically trained to do so. You will not be able to be present during this as it could make it even more difficult for the child/vulnerable adult to talk. At this stage, you will be quite excluded from the process and may not even know the full details of what is alleged to have happened or against whom the allegation has been made.

If there are concerns about the child/vulnerable adult's immediate safety, a decision may be made to move them from your home, either to hospital or another host family.

You will be interviewed as part of the investigation and depending on the nature and seriousness of the situation this could involve the police. Your own children might be interviewed as potentially at risk or even as suspected abusers. This can be distressing for the whole family and you will be given as much information as possible to help you through this. As Chain of Hope must regard the child/vulnerable adult's situation as its priority, alternative sources of support will be provided for you, independent of the Chain of Hope.

The local authority will consider the information gained and, where possible, try to reach a conclusion. This could be:

- abuse is not believed to have occurred
- abuse is believed to have occurred but there is no proof who is responsible
- abuse is believed to have occurred and there is sufficient proof to take further action.

The further action will depend on the circumstances of the particular case, and in the most serious this could lead to a criminal investigation.

Whenever an investigation has taken place, Chain of Hope will also review the host family's approved status. In doing so, we would want to hear your version of events and to take your comments into account. Whatever the outcome of the formal investigation, we would have to reach a judgement as to your family's continuing role as a host family. In the extreme this could lead to termination of approval, however, in the majority of cases we would expect this review to highlight a need for further training or support. It may be that the outcome of this review is to reconfirm your approval without any additional needs being identified. The purpose of the review is not to seek to blame but to clarify.

If you are unhappy with the way the investigation was conducted you have the right to make a complaint. This may be about lack of support, the way you were treated or the way information was either given or withheld. If the complaint is against the local authority, Chain of Hope social workers may be able to assist you in obtaining and actioning a complaint under the local authority's complaints procedure.

If your complaint is against Chain of Hope we will arrange for you to be seen by a senior officer at the earliest opportunity to discuss your concern and agree a way forward.



## Procedure for Child Support Volunteers

If, **at any time**, you suspect that a child, young person or vulnerable adult, for who Chain of Hope is responsible \*, has been, is, or maybe, the victim of abuse or exploitation, or that an adult associated with the work of the Chain of Hope may pose a risk to a child or vulnerable adult, **you must telephone Chain of Hope**.

Please dial 020 7351 1978 and ask for the Host Family and Support Volunteer Co-ordinator, International Child Referral Programme Manager or Chief Executive and explain your concerns. Should they not be available explain your concerns to any member of staff available, who will pass the details onto the appropriate person.

Out of hours please contact the above on their mobile phones.

Chain of Hope will decide on what further action should be taken but will, of course, keep you informed.

Should you be unable to speak to someone from Chain of Hope, **within four hours**, you must contact the local children's services authority department (outside normal working hours, that department's Emergency Duty Team.) You should still continue to try to contact Chain of Hope but, apart from this, you should be guided by the social workers from the local authority who, in turn, will be acting in accordance with local procedures for safeguarding children and vulnerable adults.

Chain of Hope's formal involvement with a child/vulnerable adult ceases once they return home and their care is returned to their families and local health staff, however, we recognise that there may be an occasion when you wish to maintain some contact with a them.

Chain of Hope's Trustees have, on the advice of the Chief Executive and that of their professional advisors, decided that this may create difficulties for the child/vulnerable adults, their family or Chain of Hope, and therefore contact of any kind **may only be done through, and with the approval of, Chain of Hope**. Any failure to comply with this instruction will be treated as giving rise to serious concern.

\* Please remember that these children/young people/vulnerable adults, whether accompanied to the U K by a parent or carer or unaccompanied, are subject to the same child protection legislation and guidance as those who live here.

## Procedure for the Medical Team and Other Hospital Staff<sup>3</sup>

- 1 If you suspect, or are informed, that a child, young person or vulnerable adult, for whom Chain of Hope is responsible\* has been, is, or may be, the victim of abuse or exploitation while a resident in this country\*\*, or that an adult associated with the work of the Chain of Hope may pose a risk to a child or vulnerable adult, you must:

act in accordance with the hospital's child or vulnerable adult protection procedures

and then notify Chain of Hope.

Please dial 020 7351 1978 and ask for the Host Family and Support Volunteer Co-ordinator, International Child Referral Programme Manager or Chief Executive and explain your concerns. Should they not be available explain your concerns to any member of staff available, who will pass the details onto the appropriate person.

Out of hours please contact the above on their mobile phones.

- 2 If no hospital child or vulnerable adult protection procedures exist, you must notify Chain of Hope immediately.

- 3 **Chain of Hope is responsible for liaison with:**

the local authority children's services authority department - unless this has already taken place via the hospital's protection procedures

the host family

the child/young person/vulnerable adult's own family

the Correspondent or Referring Clinician in the child/young person/vulnerable adult's country of origin.

\* Please remember that these children/young people/vulnerable adults, whether accompanied to the UK by a parent or carer or unaccompanied, are subject to the same child protection legislation and guidance as those who live here.

\*\* If you suspect that a child/vulnerable adult may have been abused prior to coming to the U K for treatment, you should notify Chain of Hope who will liaise with the Correspondent or Referring Clinician as appropriate.

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<sup>3</sup> These procedures to be raised with Hospital Safeguarding Units by ICRP staff.

## Procedure for Medical Escorts

No one should be authorised by Chain of Hope to provide escort duties for a child, young person or vulnerable adult without their having obtained satisfactory criminal record checks either via the UK DBS or their equivalent from the escorts normal country of residence. Where this is not available, then they should provide the names and contact details of two professional persons who will be asked to provide a character reference, including their opinion of that person's suitability to work with children.

Escorts should always remember that the responsibility for the care of the child remains with the parent or carer accompanying the child. Their role is to provide medical support as and if needed.

If you suspect that a child, young person or vulnerable adult whom you are escorting is, or may have been, the victim of abuse or exploitation, or that an adult associated with the work of the Chain of Hope may pose a risk to a child or vulnerable adult, **you must act** in accordance with one of the following options.

Option 1     **If travelling to England** - on arrival notify the Chief Executive or the International Child Referral Programme Manager of Chain of Hope of your concerns. Should they not be available explain your concerns to any member of Chain of Hope staff available, who will pass the details onto the appropriate person.

Option 2     **If travelling to another European country**, en route for England - on arrival:

if not yourself, advise the person who is escorting the child/young person/  
vulnerable adult to England of your concerns and ask him/her to notify the  
Chief Executive or the International Child Referral Programme Manager  
accordingly

and

report your concerns to Aviations sans Frontieres or equivalent NGO, and  
ask them to forward your report to the Chief Executive or the International  
Child Referral Programme Manager of Chain of Hope.

Option 3     **If travelling to another European country, en route for the child/young  
person/vulnerable adult's country of origin** - on arrival:

if not yourself, advise the person who is escorting the child/young person/  
vulnerable adult onward to his/her country of origin of your concerns, and  
ask him/her to report them to the Correspondent or Referring Clinician in  
that country

and

report your concerns to Aviations sans Frontieres or equivalent NGO, and ask  
them to forward your report to the Chief Executive or  
International Child Referral Programme Manager of Chain of Hope.

Option 4     **If returning to the child/young person/vulnerable adult's country of origin**,  
report your concerns to the Correspondent or Referring Clinician in that country  
and, on your return to your own country, advise, as appropriate, either:

Aviations sans Frontieres or equivalent NGO, (for forwarding to Chain of Hope) Or  
Chain of Hope itself, of your concerns and the steps you have taken.

## **Procedure for the Chief Executive and International Child Referral Programme Manager.**

1 If you are told that a child, young person or vulnerable adult for whom Chain of Hope is responsible, has been, is, or may be, being abused or exploited, **you must:**

obtain as detailed an account as you can from the person who has contacted you - your Prompt Card at the end of this section will give you guidance

decide, perhaps after discussion with a colleague or with the NSPCC Helpline on 0808 800 5000, but always in the best interests of the child/young person/vulnerable adult, on the course of action to be followed.

2 If you feel that the information you have been given indicates that abuse or exploitation is a possibility **you must:**

contact the children's services authority department in the local authority where the child/young person/vulnerable adult is currently staying, i.e. in hospital or with the host family

explain that you are from the Chain of Hope, that you have a child/vulnerable adult protection concern and ask to speak to a duty social worker - outside normal working hours you should contact the local authority Emergency Duty Team

advise the social worker of your concerns.

2a If the concern relates to any possible risk posed by an adult working with children or associated with the work of the Chain of Hope you must notify the local authority area in which they reside or, if the risk posed relates to a specific child placed in the UK, to the local authority where that child resides and inform them the concern relates to 'someone who works with children.'

**From this point onwards you must be guided by the social workers from the local authority, who will act in accordance with local procedures.**

3 If, however, you are unsure what to do at this stage you should nevertheless, still contact the children's services authority department in the local authority where the child/young person/vulnerable adult is currently staying. Explain that you are from Chain of Hope, that you have a child/vulnerable adult protection concern and ask to speak to a duty social worker. The latter will be able to help you reach a decision on whether the concerns expressed:

are sufficient to warrant some form of action being taken in this country

should be reported to the Correspondent or Referring Clinician in the country of origin

do not amount to a child/vulnerable adult protection issue.

**Procedure for the Chief Executive and International Child Referral Programme Manager - continued**

4 If you feel that the concerns expressed do not indicate abuse:

thank the caller for contacting you

ensure a follow-up visit is made by Chain of Hope's social worker to the caller to discuss the concerns with him/her - **NB** it is important that the caller is reassured that he or she has done the right thing in contacting you.

5 Recording

**It is vital:**

for you, both as an individual and for Chain of Hope as an organisation, and  
most of all for the child/young person/vulnerable adult concerned,

that you keep a comprehensive and a contemporaneous written record in relation to any child/vulnerable adult protection concerns that are brought to your attention.

6 Record in the child/vulnerable adult electronic patient folder

a detailed account of the child/vulnerable adult protection concerns expressed to you  
the date, time and source (name and designation) of:

the initial contact

all subsequent discussion and/or action advised or taken, whether by you or  
by another individual or agency

7 On the first working day, this information should be copied onto a child/vulnerable adult protection concern form and copies placed in the child/vulnerable adult's and/or any relevant host family's files.

7a If the concern relates to any risk which may be posed by an adult, the details should be recorded and filed in that person's personnel file.

## **Information for Trustees**

### **Trustees' responsibility for Safeguarding Children:**

The Trustees of Chain of Hope have a duty of care towards those coming into contact with the charity and as such are responsible for ensuring that all necessary steps have been taken to minimise any risk to children or vulnerable adults coming into contact with the Chain of Hope or those acting on our behalf, and that appropriate procedures are in place for staff or volunteers to act should any concerns arise.

### **Criminal Record Checks for Trustees:**

“All charity trustees have a legal duty of care and a duty to act prudently. As part of their duty of care, charity trustees should ensure that they do not recruit trustees who are disqualified or might present a danger to any children or vulnerable adults in the charity's care. Our existing policy is that to fulfill their duties, trustees must carry out criminal record checks for all trustees when they are legally required to do so and should obtain them when they are entitled to. This applies to new charities registering for the first time and to established charities recruiting new trustees, in the following categories:

- All trustees of children's charities; and
- Trustees of organisations concerned with the care of vulnerable adults, where the trustees have access to such vulnerable adults in their normal duties.

The appointment of a new trustee to a charity is an important matter. Before appointing a new trustee, the trustee board must make sure it is acting within the law, in accordance with the charity's governing document, and that the prospective trustee is not disqualified from being a trustee. Disclosures should be obtained for trustees of charities which work with children or vulnerable adults. Charities should also ensure that a prospective trustee understands the responsibilities they are taking on and can be relied on to carry them out responsibly.”

Charity Commission, 2007

Chain of Hope Trustees have agreed to comply with the Charity Commission guidance as quoted above, and criminal record disclosure checks will always be undertaken, on all Trustees, as already happens in the recruitment of staff and volunteers, and host families.

### **Contact with children or vulnerable adults:**

Trustees serve as the governing body of the Chain of Hope and are responsible for its management and administration. As such they have an important influence over the services provided to, and impact on the lives of, the charity's beneficiaries.

In order to reassure themselves that they are effectively fulfilling their role, they may at times wish to directly observe the charity's work with children or vulnerable adults. Trustees should always arrange any such visits through the Chief Executive.

Where possible and practicable, these requests will be agreed and arrangements made for the Trustee to visit the child or vulnerable adult, accompanied by a member of staff or volunteer designated by the Chief Executive or International Child Referral Programme Manager.

## **CHILD PROTECTION PROMPT CARD FOR OFFICE STAFF**

When contacted with concerns about a child/vulnerable adult or risk posed by an adult you should try to obtain the following information.

- WHO is contacting you? - name, address, telephone no
- ABOUT WHOM are they concerned? - name, age, gender, language spoken, accompanied by a parent/carer
- WHAT is the concern? - as much detail as possible - e.g. description of the behaviour, frequency, when it occurs, description and location of any apparent injuries, who might be responsible for the abuse, comments made by the child/vulnerable adult or by any other person
- HOW did the concern arise? - who first noticed it, did the child/vulnerable adult draw attention to it, did someone else report it

WHEN was it first noticed?

WHERE was the child/young person/ vulnerable adult when it was first noticed? - with host family, in hospital, elsewhere

Where is the child/young person/ vulnerable adult now? with host family, in hospital, elsewhere

WHO ELSE knows about the concern?

WHAT, if any actions have already been taken?

**If the call relates to concerns arising during a mission abroad you will need additional information such as:**

Has the Mission Co-ordinator or Overseas Operations Manager already been made aware of the concern?

Have the local medical or police authorities been informed?

### Mission Volunteers

**Procedures relating to the selection and behaviour of medical volunteers for and whilst on missions:**

We should all consider it to be a privilege to represent, work for and carry out the missions of the Chain of Hope, helping children to be healthier and sharing our experience with colleagues in other countries, for this would truly represent the spirit and values of the Chain of Hope.

### **Selection Process:**

Mission teams are, for the most part, chosen from a pool of known and respected colleagues. The mix of people for any mission is dictated by the expected needs of the mission, and by the availability of individuals able to meet those needs. We also attempt to introduce new individuals alongside those more experienced, in order to ensure we are able to meet future needs.

We will always ensure that those participating in our missions are appropriately qualified. All volunteers participating on a medical mission will have been approved through the Chain of Hope medical registration process by providing the following documentation. This registration is in ADDITION to any documents required by the host country as part of their own registration process:

- CV
- Licence (where appropriate)
- 2 x professional references

No one should be authorised by Chain of Hope to participate on a medical mission without their having obtained satisfactory criminal record checks either via the UK DBS or their equivalent from the escorts normal country of residence. Where this is not available, then they should provide the names and contact details of two professional persons who will be asked to provide a character reference, including their opinion of that person's suitability to work with children.

### **Code of Conduct:**

While overseas, we expect individuals to behave in a way which reflects positively on the Chain of Hope and which does not place themselves or any other person, especially any child, at risk of harm. Teams are chosen for their expertise, maturity and optimistic outlook and therefore should be capable of dealing with any situation which may arise, whilst doing the maximum amount of good.

## **4. INTRODUCTION**

This policy sets out a Code of Conduct to provide the values and framework within which Chain of Hope volunteers are required to work. It is the individual's responsibility to ensure they read, understand and act in accordance with the Code of Conduct.

## **5. VALUES**

Chain of Hope's core values underpin the code of conduct:

### **Quality**

We endeavour to provide the highest level of service through our experienced and world class medical professional volunteers

### **Impartiality**

We must always act in a non-discriminatory way and ensure that all patients are given equal rights to treatment irrespective of race, religion, gender or creed.



### **Accountability**

We strive to provide accountability throughout our organisation, implementing and reviewing good governance structure to ensure fair and transparent decision making processes are in place.

### **Compassion**

We always aim to treat all with the care and respect that we would want to be shown.

## **6. CONDUCT**

### **Appearance**

- All volunteers are required to maintain a suitable smart and professional appearance as representatives of the Charity. Jeans, trainers, vest tops, mini-skirts and flip flops are considered to be inappropriate for reflecting a professional image.
- Jewellery may only be worn in accordance with host hospital's standards for infection control. In the absence of these, jewellery may be worn in accordance with UK NHS Standards.
- Please respect the host hospital's rules with regards to attire in clinical areas. Unless otherwise instructed, please wear normal clothes into the hospital and change into scrubs using facilities provided.

### **Timekeeping**

- Volunteers are expected to be present and ready to depart from the hotel/hospital at the prearranged times outlined by the Mission Coordinator.

### **Professionalism**

- Volunteers must only act within the professional standards of their own skills and qualifications.

### **Teamwork**

- Chain of Hope relies on team work and all volunteers must ensure they support one another in achieving the overall team aim.
- Should personal difficulties between team members be encountered, this should not influence our behaviour or become apparent to our hosts, but be dealt with in the most professional, amicable and effective way. It should not become a cause of unhappiness or unsettle the team or its mission objectives. Any issue not able to be resolved amicably, and any concerns relating to the behaviour of individuals which may place a child, the mission or the Chain of Hope itself at risk should be brought to the attention of the Mission Co-ordinator who will discuss the concern with the Chief Executive.

### **Relationship with Local Team**

- It is essential to communicate and work closely with the local team while on missions and remaining aware of cultural differences and language problems is crucial to our success. An important objective of the missions is to train local professionals at every level as this will have a sustained effect on their care of the patients, and future patients, which is the top priority. It is equally important though, that our behaviour

reflects that of a good 'role model' working together and putting children and their safety and health first.

### **Alcohol and Illegal Substances**

- It is considered completely unacceptable to be under the influence of alcohol during clinical hours. Volunteers should be aware that they may be required to return to the hospital after hours in the case of an emergency.
- Use of illegal substances by volunteers will not be tolerated.
- At all times, volunteers should remember that they are representatives of Chain of Hope. As such, an over-indulgence in alcohol which results in socially unacceptable or dangerous behaviour will be considered grounds for disciplinary action.

### **Press**

- No statement may be made to the press either before, during, or after a mission without informing the Executive Director beforehand and obtaining her prior agreement.

### **Photographs and Social Media**

- All photographs within the clinical setting can only be taken with permission from the local team and/or the parent/guardian of patient(s) in the photographs
- For data protection, no photographs of patient may be placed on personal social media sites.
- Volunteers may not communicate with any patient via any personal social networking sites

### **On-going contact:**

There may be occasions when you may wish to maintain some level of contact with a child/ young person you have met through your work with Chain of Hope. If so, this should only be done through Chain of Hope channels and you should inform the Overseas Operations Manager beforehand of your intentions and seek their approval.

### **Gifts:**

Any contact that involves the giving of gifts to a child, young person or their family should only be given after obtaining the prior approval of the Overseas Operations Manager. Gifts, whether as cash or as a present, will be limited to a value not exceeding £50.00.

### **Child Protection**

All staff and volunteers are expected to adhere to the following, which applies to everyone working within or on our behalf.

The following has been developed to provide you with guidance which will help to protect children, and will also help you and your colleagues identify any practices which could be mistakenly interpreted and perhaps lead to false allegations of abuse being made against you.

Good practice will also protect the Chain of Hope through reducing the possibility of anyone using their role within the organisation to gain access to children in order to abuse them. This is because all members of staff will be expected to report any breaches of this code,

which they may observe being made by any other member, or of which they are made aware.

**Staff and volunteers are expected to:**

- Cooperate with any vetting and recruitment requirements appropriate to your role
- Ensure that, whenever possible, there is more than one adult present during activities with children, or that they are at least within sight or hearing of others – unless the reason for this has been firmly established and agreed with their manager
- Ensure that language and conversation is appropriate when talking with or within hearing distance of children, or vulnerable adults
- Be aware of your own behaviours when around young people e.g avoid smoking and/or drinking alcohol in their presence
- Remember the focus of your relationship with a child or vulnerable adult you have met through work should always remain in work. The aim should never be, or become, to develop the relationship into a long term friendship
- Be aware that children and vulnerable adults can and do develop both heterosexual and homosexual infatuations towards adults working with them. If you become aware of this happening towards yourself, you should inform your manager and then respond to the situation in a way which maintains the dignity of all concerned
- If you suspect that a child or vulnerable adult is being abused in any way (including if they make a disclosure of abuse to you, or you suspect abuse) you must act on it and follow the Safeguarding Procedures. Statements about or allegations of abuse or neglect made by children or vulnerable adults must always be taken seriously.

**Behaviours which staff and volunteers are not permitted to do**

It is not permissible (and in some instances may be unlawful) for an individual to:

- Use their position to intimidate, bully, threaten, injure, discriminate against, coerce or undermine any child or vulnerable adult
- Make sexually suggestive or derogatory remarks or gestures to, or in the presence of, a child or vulnerable adult

- Encourage or assist others, including children or vulnerable adults, to break the law in any way
- Invite a child or vulnerable adult met through your work or volunteering with Chain of Hope into your home
- Carry out duties or volunteering while affected by substances such as alcohol, solvents or drugs
- Engage in, or attempt to engage in a sexual or inappropriate relationship with a child or vulnerable adult, including the use of suggestive conversations or comments by texting or emails or social networking or face to face
- Breach confidentiality or seek information to which they have no right of access
- Allow individuals to gain access to children or vulnerable adults, without having completed the appropriate checks and processes
- Allow staff to initiate any physical contact with children or vulnerable adults. If a child or vulnerable adult initiates any physical contact (e.g. approaches you for a hug) deflect them where possible politely. The main principles of physical contact are: it should be in response to the needs of the individual, appropriate to the age and stage of development of the person and be within a professional context only
- Shout at a child or vulnerable adult unless it is appropriate that they hear your instruction because they are in danger or at risk of danger
- Take a child, or vulnerable adult out of a public place into a closed area on a one to one basis
- Physically restrain a child or vulnerable adult unless the restraint is to prevent physical injury of the child/vulnerable adult/other children/visitors or staff/yourself.

### **Failure to Comply**

**Failure to comply with any part of the Code of Conduct's guidelines will result in appropriate review based on the severity of the violation. This may result in:**

- **Removal from the clinical environment**
- **Suspension from volunteering in particular country/ies**
- **A volunteer being reported to the appropriate clinical membership body**
- **Legal action in the case of unlawful behaviour**

**Action while on overseas missions, including removal from the mission, can be made if necessary at the discretion of the Mission Coordinator.**

## Procedure for Medical Volunteers on Overseas Missions

If, **at any time**, you suspect that a child, young person or vulnerable adult, for who Chain of Hope is responsible, has been, is, or maybe, the victim of abuse or exploitation, or that an adult associated with the work of the Chain of Hope may pose a risk to a child or vulnerable adult, **you must inform the Mission Coordinator.**

If there is no Mission Coordinator, or if the concerns directly relate to the Mission Coordinator, **you must telephone Chain of Hope.**

Please dial +44 20 7351 1978 and ask for the Overseas Operations Manager, Director of Operations or Chief Executive and explain your concerns. Should they not be available explain your concerns to any member of staff available, who will pass the details onto the appropriate person.

Out of hours please contact the above on their mobile phones.

### Contact numbers:

Overseas Operations Manager – Jilliane Lewis - +44 7446 854 996

Director of Operations - Lucy Ossack - +44 7852 508 035

Chief Executive Officer - Emma Scanlan - +44 7956 638 161

Chain of Hope will decide on what further action should be taken but will, of course, keep you informed.

**You must not wait to see whether there really is a problem, nor should you 'investigate'. It is not your responsibility to decide whether abuse may have or has happened or whether or not someone poses a 'real' risk to the welfare of a child/young person or vulnerable adult.**

However, should a child or vulnerable adult make a disclosure to you, wherever possible it would be advised to record the below information.

- |  |  |
|--|--|
| WHO is contacting you?   | - name, address, telephone no  |
| ABOUT WHOM are they concerned?   | - name, age, gender, language spoken, accompanied by a parent/carer  |
| WHAT is the concern?   | - as much detail as possible - e.g.<br>description of the behaviour, frequency,<br>when it occurs, description and location of<br>any apparent injuries, who might be<br>responsible for the abuse, comments<br>made by the child/vulnerable adult or by<br>any other person |
| HOW did the concern arise?   | - who first noticed it, did the child/vulnerable<br>adult draw attention to it, did someone else<br>report it  |
| WHEN was it first noticed?   |  |
| WHERE was the child/young person/<br>vulnerable adult when it was first noticed? | - with host family, in hospital, elsewhere   |
| Where is the child/young person/<br>vulnerable adult now?                        | with host family, in hospital, elsewhere   |

WHO ELSE knows about the concern?

WHAT, if any actions have already been taken?

In the case of a medical emergency, or if the child /vulnerable adult is at risk of immediate violence, you should contact the appropriate emergency services.

Reviewed July 2019