

Reporting a concern



Is there an emergency?
Is there an immediate risk of
significant harm?

YES

Inform the police.
Then contact the
Out of Hours
Safeguarding Team

THEN

Complete a written report and email to:
safeguarding@girlguiding.org.uk

THEN

The Safeguarding Team
implements and
manages strategy

NO

Contact your
Commissioner and
the Safeguarding
Team at Girlguiding

THEN

Important contact details

Girlguiding National
Safeguarding Department

Telephone:

0207 834 6242 ext. 3037

Out of hours (emergencies):

07508 032997

Email:

safeguarding@girlguiding.org.uk

Web:

www.girlguiding.org.uk/code-of-conduct



WE DISCOVER, WE GROW

Girlguiding

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Girlguiding

A Safe Space - safeguarding pocket guide

What to do if you have
a concern about a child,
young girl or adult
within Girlguiding



Code of Conduct

As a Girlguiding volunteer you have a responsibility to help girls and young women reach their full potential through great guiding experiences. So it's important that you're clear about this responsibility.

Your Volunteer Code of Conduct maps out what is expected of you at all times. This is Girlguiding's expectation of how you work with others in Girlguiding (including volunteers, staff and girls) and members of the public (including parents and partner organisations).

By following it you will be able to check that you are always doing the right thing and behaving in the right way.

You will be reminded of what Girlguiding stands for, of our Mission, Promise and Values, to be caring, challenging, empowering, fun, inclusive and inspiring.



Concerns about young members

If a young person entrusts you with personal information or if you have a concern about a young person's physical, sexual or emotional well-being, it is extremely important that you understand your responsibilities - it is YOUR responsibility to seek advice and support from your Leader/Commissioner.

Concerns about a volunteer or staff member

Any safeguarding concerns or allegations about a Girlguiding staff member or volunteer must be immediately referred to the Safeguarding Team at HQ.

If you or an associated person (e.g. a partner or someone you live with) becomes involved in any police or Social Services investigation, you must notify your Commissioner immediately as there may be concerns that affect your suitability to work with young people. Please be assured that this matter will be dealt with confidentially by the Commissioner or Safeguarding Team at HQ.



Do's and Don'ts for handling a disclosure



Do

- Remain calm, approachable and receptive
- Listen carefully, without interrupting
- Acknowledge you understand how difficult this may be
- Make it clear that you are taking what is said seriously
- Reassure them that they have done the right thing in telling you
- Let them know that you'll do everything you can to help them
- Make a written record of exactly what has been said

Don't

- Promise confidentiality
- Ask leading or probing questions
- Investigate
- Repeatedly question or ask the individual to repeat the disclosure
- Discuss the disclosure with people who do not need to know
- Delay in reporting the disclosure to the Safeguarding Team at HQ