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.

As a Girlguiding volunteer you must not act fraudulently or dishonestly, or do anything which brings (or is likely to bring) Girlguiding into disrepute or have a negative impact on Girlguiding or its reputation.

Your Code of Conduct

As a Girlguiding volunteer you must always:

- Be a good role model
- Comply with all applicable UK laws and guidance as well as those of the country your unit or activity is based.
- Follow Girlguiding policies and procedures and re-read them regularly so you are aware of updates.
- Deliver the Girlguiding programme, and support other adults to meet the Girlguiding programme requirements.
- Be responsible and accountable
- Be fair and treat everyone with respect and dignity
- Respect privacy in line with our policies and guidance
- Communicate with others in an open and respectful way
- Work together with Girlguiding members, their parents/carers and members of the public

Important contact details

Girlguiding HQ
Safeguarding Team

Office hours
(+44) 0207 834 6242 ext.3037

Out of hours (emergencies)
5pm-10pm weekdays
9am-10pm weekends/bank holidays
(+44) 07508 032997

Email
safeguarding@girlguiding.org.uk

Web
girlguiding.org.uk/safeguarding

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A Safe Space safeguarding pocket guide
What to do if you have a concern about a girl, young women or adult member within Girlguiding
Concerns about a volunteer

Any safeguarding allegation, concern or disclosure about a Girlguiding volunteer must be immediately referred to your commissioner or the Safeguarding team at HQ.

You must inform your commissioner or the Safeguarding team of any ongoing or past investigation(s) by the Police, Social Services, an employer or other organisation you volunteer for, which relates to children or vulnerable adults, involving yourself or any person you have a significant relationship with, for example, someone you live with, immediate family members or partners. Please be assured that this matter will be dealt with confidentially by the commissioner and Safeguarding team at HQ.

Difficult conversations

The safeguarding team may ask you to speak to the parent/carer of the young person or the adult member about the concerns raised. This conversation might have to take place before the concern can be progressed by the team or other agencies. Your local commissioners and country/region safeguarding volunteers are available to provide you with support.

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 allegation, concern or disclosure to your commissioner or the Safeguarding team at HQ

Reporting concerns

If a young person makes you aware of an allegation, concern or disclosure 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 commissioner or the Safeguarding team and to follow the process for reporting an allegation, concern or disclosure.

Under relevant statutory guidance, voluntary organisations are recognised as playing an important role in safeguarding children. The guidance also makes it clear that volunteers have the same safeguarding responsibilities as those who work with children in a paid capacity.

For that reason, we ask that you complete the ‘Process for reporting an allegation, concern or disclosure’ within 24-hours, or sooner if it is an emergency or there is an immediate risk of significant harm.

Reporting concerns, concerns and disclosures

Safeguarding allegations, concerns and disclosures

Is there an emergency?

YES

Inform the emergency services i.e. the police.

THEN

Contact the Safeguarding team

NO

Complete a written report and email to:

safeguarding@girlguiding.org.uk

The Safeguarding team will record and manage all allegations, concerns and disclosures.