



**Code of Conduct**

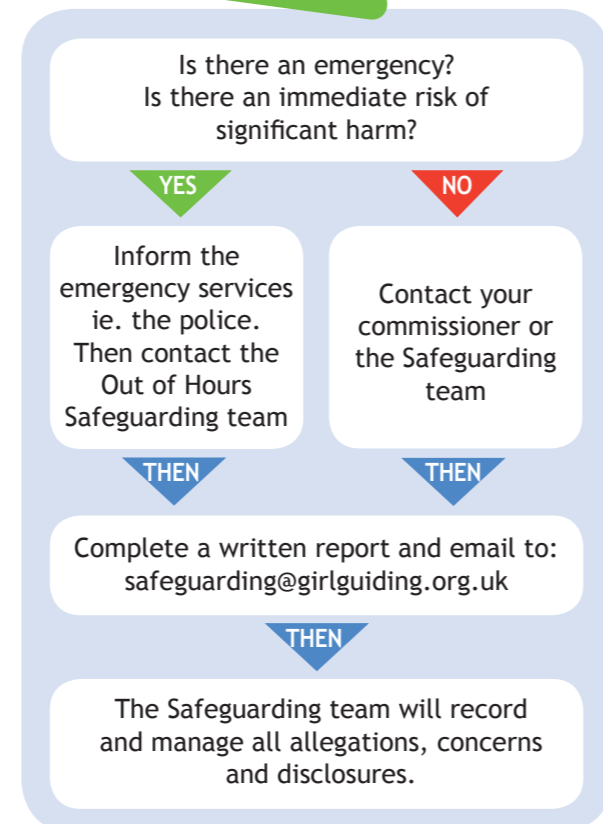
**As a Girlguiding volunteer you have a responsibility to help girls and young women reach their full potential through great guiding experiences. So it's important that you're clear about this responsibility.**

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.

**Process for reporting an allegation, concern or disclosure**



**Your Girlguiding Volunteer 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 from time to time as they may be amended.
- Be responsible and accountable
- Be fair and treat everyone with respect and dignity
- Respect others' privacy
- Communicate with others in an open and respectful way
- Work together with Girlguiding members, their parents/carers and members of the public

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.

**Volunteer Responsibilities**

**Safeguarding is everyone's responsibility.**

Under the government guidance 'Working Together to Safeguard Children 2018', 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.

Smaller, pocket size versions of this guide are available.

Please email the National Safeguarding Team to request a copy that you can conveniently carry with you



**Safeguarding allegations, concerns and disclosures**

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 (information overleaf).

**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.

If you or an associated person, for example your partner, becomes involved in any police or social services investigation, you must notify your Commissioner or the Safeguarding team immediately as this may affect your suitability to work with young people and/or vulnerable adults. Please be assured that this matter will be dealt with confidentially by the Commissioner and Safeguarding team at HQ.

**Important contact details**

**Girlguiding National Safeguarding Team**

**Telephone:**

**(+44) 0207 834 6242 ext.3037**

**Out of hours (emergencies):**

**(+44) 07508 032997**

**Email:**

**safeguarding@girlguiding.org.uk**

**Web:**

**girlguiding.org.uk/safeguarding**

**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