

OCD Action

Volunteer Handbook

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Thank you

for agreeing to become a volunteer.

All of the team at OCD Action extend a warm welcome to you and hope that your volunteering with us will be enjoyable and rewarding.

Our volunteers are extremely important to us and we value them for the contribution they make to sustain and improve the quality of life of others.

The purpose of the Volunteer Handbook is to answer some of the questions often asked by volunteers and to give further information about your voluntary work. Please refer to the handbook during the course of your time with OCD Action.

1. Welcome to OCD Action

OCD Action is the largest national charity focusing on Obsessive Compulsive Disorder. We provide support and information to anybody affected by OCD, work to raise awareness of the disorder amongst the public and frontline healthcare workers and strive to secure a better deal for people with OCD.

OCD Action's vision is of a society where Obsessive Compulsive Disorder is better understood and diagnosed quickly, where appropriate treatment options are open and accessible, where support and information are readily available and where nobody feels ashamed to ask for help.

OCD Action works according to 7 key principles:

1. Always asking: 'How does this activity benefit people affected by OCD?'
2. Ensuring that people affected by OCD are involved in OCD Action's decision making and in its work.
3. Preserving integrity and independence in OCD Action's policy positions.
4. Ensuring that the public positions and priorities that are adopted are well informed and defensible.
5. Collaborating with, and influencing, other organisations to pursue positive programmes of action on OCD.
6. Adopting best practice in the way that the Charity is governed and managed.
7. Ensuring that its services are accessible to all.

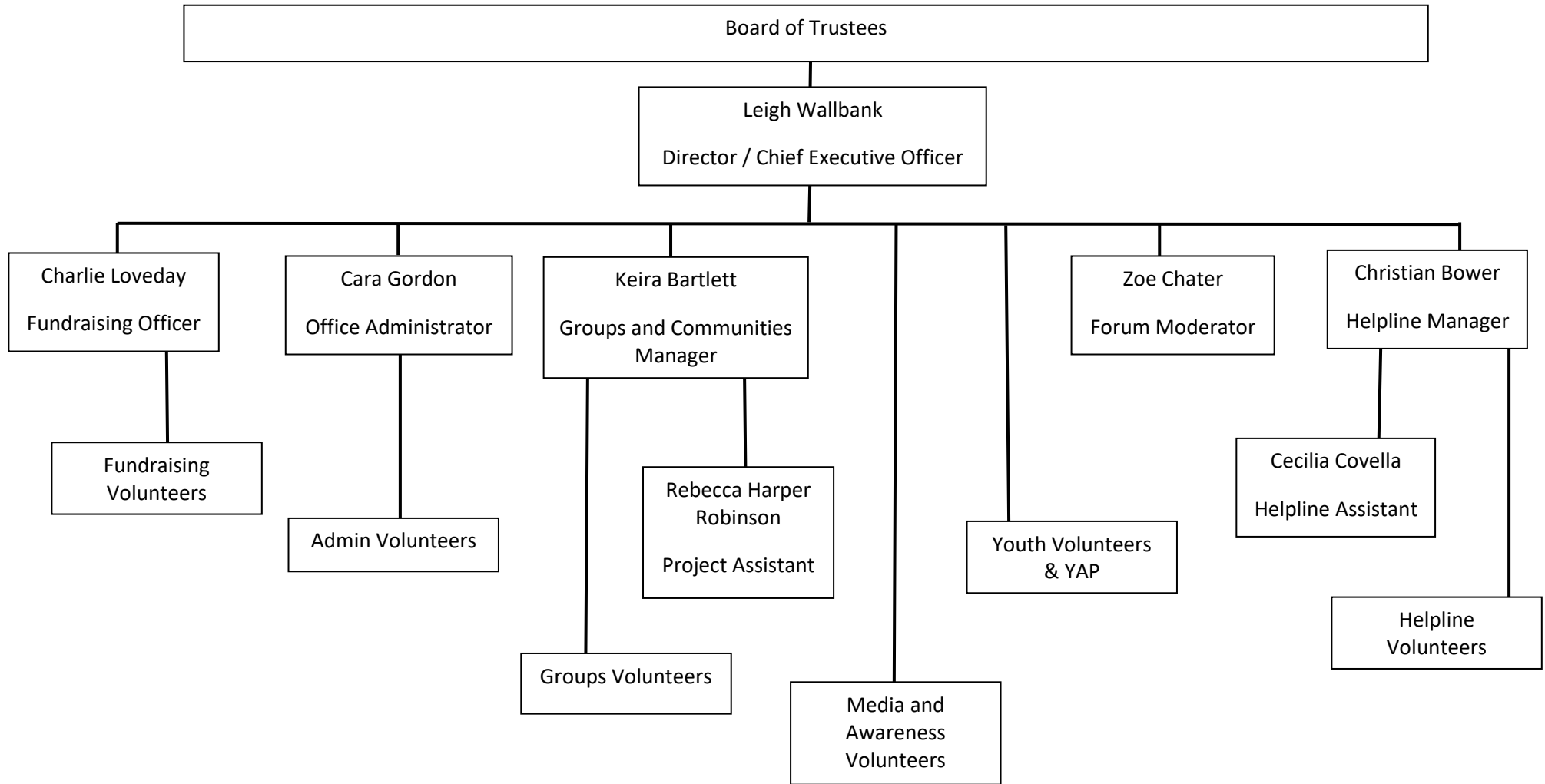
Our funding comes from philanthropic sources and we receive no money from the government. The Charity spends its funds on directly providing services to people affected by OCD, on administration and on raising more funds.

2. The Organisation

Our Trustees represent the top specialists in OCD Spectrum Disorders ("OCDSD") in the UK as well as people affected with the disorder, family members and interested professionals. Out Trustees are volunteers and are ultimately responsible for the organisation.

Trustees appoint staff to manage the running of the organisation. The Chart below shows the organisation's trustee team and staff as well as the types of volunteers that different members of staff are responsible for.

OCD ACTION ORGANISATION CHART JANUARY 2021



3. Volunteering Policy

1. Introduction

- 1.1 For over twenty years, OCD Action has worked to promote recovery for people with Obsessive Compulsive Disorder (OCD) and the related disorders of Body Dysmorphic Disorder (BDD), Compulsive Skin-Picking (CSP) and Trichotillomania (Trich/Hair Pulling). OCD Action exists to provide information, advice and support for people with these disorders and their families, friends and carers and the media, as well as interested professionals. OCD Action also promotes awareness and understanding of these conditions. This policy sets out the broad principles for voluntary involvement in OCD Action. It is of relevance to volunteers, staff, members, and trustees of the organisation.
- 1.2 The purpose of this policy is to ensure cohesion and consistency to all the elements that affect volunteers at OCD Action
- 1.3 This policy is endorsed by the Board of OCD Action and will be kept under review to ensure that it remains appropriate to the needs of OCD Action and its volunteers.

2. Commitment

The organisation:

- 2.1 Values the unique and valuable contribution made by volunteers and is committed to working in ways which encourage and support volunteers.
- 2.2 Is committed to involving volunteers in appropriate positions which would benefit the organisation, volunteers, members, users of services and the wider community.

3. Statement of values and principles

The organisation:

- 3.1 Appreciates that volunteering is enjoyable and can change and enrich the lives of individuals.
- 3.2 Recognises that volunteering has the capacity to build skills and confidence and contributes to individuals' personal development.
- 3.3 Respects volunteers in both listening to and learning from what they have to say - feedback from volunteers is always welcome.
- 3.4 Acknowledges volunteering is of wider benefit to society.
- 3.5 Values volunteering as an inclusive act of participation.
- 3.6 Recognises that volunteering has an important role to play in helping people who are excluded from society to participate and become active members of their communities.
- 3.7 Recognises that volunteering is at the heart of the emerging civil society agenda and that through volunteering people can influence decisions.
- 3.8 Distinguishes volunteering from employment and puts its flexibility and informality to best effect to complement the work of paid staff.

4. Definitions

- 4.1 A volunteer is someone who, without expectation of financial compensation beyond the reimbursement of expenses, performs a task at the request of and on behalf of the organisation.
- 4.2 The definition of volunteering used by many organisations in the Voluntary Sector Scheme is:
'Volunteering is an important expression of citizenship and an essential component of democracy. It is the commitment of time and energy for the benefit of society and the community and can take many forms. It is undertaken freely and by choice, without concern for financial gain.'
- 4.3 Volunteering is a legitimate activity that is supported and encouraged by the organisation and is not intended to be a substitute for paid employment. The role of volunteers complements but does not replace the role of paid staff.
- 4.4 Steps will be taken to ensure that paid staff, especially those directly involved in volunteer placements, are clear about the role of volunteers and that good working relationships are fostered between paid staff and volunteers.
- 4.5 Volunteers will not be utilised during times of industrial action to do the work of paid staff.
- 4.6 The volunteer role is a gift relationship, binding only in honour, trust and mutual understanding. No enforceable obligation, contractual or otherwise, can be imposed on volunteers to attend, give or be set a minimum amount of time or carry out the tasks provided. Likewise the organisation cannot be compelled to provide regular work, payment or other benefit for any activity undertaken.
- 4.7 Although volunteers offer time freely and willingly and without binding obligation, there is a presumption of mutual support and reliability. Reciprocal expectations are acknowledged - both what the organisation expects of volunteers and what volunteers expect of the organisation.

5. Recruitment and selection

- 5.1 The organisation is committed to equal opportunities and believes that volunteering should be open to all regardless of age, gender, ethnicity, ability, religion, political beliefs. The acceptance of volunteer assistance for a particular role is made on merit, the sole selection criterion being the individual's suitability to carry out agreed tasks. We positively welcome volunteers with experience of mental health issues, particularly OCD.
- 5.2 The organisation implements a fair, effective and open system in the recruitment and selection of volunteers and treats all information collected in the process confidentially.
- 5.3 Volunteers have a clear and concise description of their role and tasks. These are established after discussions with the volunteer. Volunteers will be properly briefed about the activities to be undertaken and given all the necessary information to enable them to perform with confidence.

6. Training and development

- 6.1 All volunteers will be made aware of and have access to all relevant the organisation's policies including the volunteering policy, health and safety policy and the equal opportunities policy.
- 6.2 All volunteers will receive a copy of the organisation's volunteer policy.
- 6.3 On commencement of voluntary activity, volunteers will be given all the necessary information required to complete their role during an induction process.
- 6.4 The development of training and support for volunteers is a high priority for the organisation in order to equip them with the necessary information and skills to carry out their tasks.
- 6.5 All training offered to volunteers will be relevant to their role in order to equip volunteers with the information and skills they need.
- 6.6 Volunteers' training needs will be identified and training will be arranged and/or delivered.
- 6.7 Training on 'working with volunteers' will be available for staff and volunteers involved in volunteer management, supervision, support and training of volunteers.

7. Support and supervision

- 7.1 The organisation acknowledges the need for a clear, consistent organisational framework for voluntary involvement.
- 7.2 Each volunteer will have a designated member of staff to guide and advise them in their tasks. Volunteers will be informed of whom to approach for support and have regular access to that person.
- 7.3 The designated officer will support volunteers and give day-to-day help on any issue related to the voluntary work.
- 7.4 Regular supervision meetings will be available for volunteers to discuss any problems or issues that may arise.
- 7.5 The frequency, duration and format of this support and supervision are agreed between the volunteer and his/her designated officer.

8. Expenses

- 8.1 The organisation recognises that payments of expenses are important from an equal opportunities perspective and vital in ensuring that all individuals have access to voluntary opportunities.
- 8.2 The organisation's volunteers are able to claim reasonable out of pocket expenses, subject to the production of receipts as evidence of expenditure.
- 8.3 The organisation has a consistent approach to the reimbursement of expenditure incurred by individuals upon the affairs of the organisation. The rates of reimbursement apply to volunteers, staff, and trustees and are those approved by the Inland Revenue.
- 8.4 The organisation will ensure that all volunteers are aware of the procedure for claiming expenses including all other information relating to this.

9. Conditions of service

- 9.1 The organisation's liability insurance policies include the activities of volunteers and liability towards them.
- 9.2 The organisation does not insure the personal possessions of volunteers against loss or damage.
- 9.3 The organisation recognises that volunteers may cease their involvement at any time. Exit interviews are offered to ascertain why a volunteer is leaving, share any learning points and establish whether they may want to be involved again in the future.

10. Security and confidentiality

- 10.1 The organisation will advise volunteers of the need for confidentiality where they have access to sensitive information.
- 10.2 The organisation will hold a record of names and addresses of all registered volunteers for the purposes of security and health and safety.
- 10.3 There may be instances where additional information may be kept such as training undertaken or for the purpose of equal opportunities monitoring. These records can be seen by volunteers at any time.
- 10.4 This information and all other personal data are subject to the provisions of the Data Protection Act and will be treated in the strictest confidence. Volunteers are informed of their rights, under data protection legislation, to have access to personal data

11. Settling differences

- 11.1 The organisation aims to treat all volunteers fairly, objectively and consistently. The organisation seeks to ensure that volunteers' views are heard, noted and acted upon promptly, and aim for a positive and amicable solution based on the organisation's guidelines for settling differences.
- 11.2 In the event of a problem, all relevant facts should be obtained and acted upon as quickly as possible. The organisation will endeavour to resolve the problem in an informal manner.

12. Rights and Responsibilities

- 12.1 The organisation recognises the rights of volunteers to:
 - know what is expected of them
 - have clearly specified guidelines of support
 - be shown appreciation
 - have safe working conditions
 - be insured
 - know what their rights and responsibilities are if something goes wrong
 - be paid expenses
 - be trained
 - have the opportunity for personal development

- be free from discrimination on grounds of race, colour, ethnic origin, nationality, political beliefs, religion, physical or mental disability, class, age, gender, sexual orientation, marital or parental status
- refuse to carry out any request they consider to be unreasonable.

And in return it expects volunteers to:

- be reliable
- be honest
- respect confidentiality
- make the most of training and support opportunities
- carry out tasks in a way which reflects the aim and values of the organisation
- work within agreed guidelines and remits
- respect the work of the organisation and its members and not bring it into disrepute
- comply with the organisation's health and safety policy
- comply with the organisation's equal opportunities policy
- comply with the organisation's data protection policy.

Expenses

OCD Action will reimburse all reasonable out of pocket expenses including travel to and from the home/office/place of volunteering. Expenses forms will be given to volunteers and all claims for expenses should be made promptly on these forms and delivered by hand or posted with receipts to OCD Action, Suite 506-507 Davina House, 137-149 Goswell Road, London EC1V 7ET.

Expenses will be reimbursed directly into your bank account within one week of submission. We do ask that you submit expenses on a week by week or fortnightly basis so that we can better manage our accounts.

Where voluntary work involves a shift of more than 4 hours over a meal-time, cost of lunch will be reimbursed to the maximum rate of £5 on production of a receipt.

Public transport travel expenses will be reimbursed on production of a receipt. Car expenses will be reimbursed at a rate of 25p/mile.

Reporting absence or sickness

OCD Action staff, clients and other volunteers may be relying on you to be present at agreed or specific times. It is therefore very important that you let us know if you cannot come in an agreed time. Please phone: 020 7253 5272 as soon as you know that you won't be able to get here. This will enable OCD Action to make other arrangements and prevent us worrying about you.

Failure to attend without notice

If we don't hear from you for three weeks after you were due to come to OCD Action, we will assume you are no longer interested in volunteering with us, and your Volunteer

Agreement will end. If you wish to return after this time, please contact us. Please be aware that we may need to negotiate a new Volunteer Agreement.

References

Once you have volunteered with OCD Action for three months, we will provide a reference if you need one for paid work, education, or other volunteering.

4. Equal Opportunities Statement & Policy

OCD Action is committed to promoting equal opportunities and wants equal chances for everyone to work, learn and live free from discrimination and victimisation.

OCD Action will combat discrimination throughout the organisation and will use its position, wherever possible, to help overcome discriminatory barriers outside the organisation.

In seeking to achieve this, OCD Action will strive to encourage equality of opportunity for all people and actively promote good relations; eliminate any conditions, procedures and individual behaviour that can lead to discrimination even where there was no intent to discriminate, with particular regard to: **Race; Gender; Disability; Sexuality; Age; Religion and Belief**. OCD Action also recognises that individuals may experience disadvantage on more than one level.

We aim to offer services fairly to all people, ensuring that anyone in contact with the organisation is treated with respect, making provision for those groups within the community whose needs and expectations are less well met.

We will comply with all legislation dealing with discrimination and the promotion of equality, following the codes of practice issued to support this legislation. The organisation will ensure all employment policies procedures, guidelines and circulars reflect and reinforce OCD Actions' commitment to equality. OCD Action will ensure that mechanisms are in place for responding to complaints of discrimination and harassment from employees and the public.

This policy will be made available to all OCD Action employees, job/volunteer applicants, service users and partner organisations and will periodically reviewed.

5. Health and Safety Policy

1. Introduction

1.1 OCD Action aims to ensure that employees, service users and volunteers work or use its services at all times in a safe and healthy environment.

1.2 Many aspects of health and safety at work and in the provision of services to members of the public are covered by Acts of Parliament, European Community legislation and Local Authority regulations. OCD Action is required to comply with these and will ensure that information on them is available to employees, volunteers and service users on request.

1.3 Employees, service users and volunteers are all required to comply with the provisions of this policy. This policy applies to members of the public, contractors working on OCD Action premises and members, clients, staff and volunteers of other organisations while on OCD Action premises, whether or not they are involved in activities run by OCD Action.

1.4 This document is supplemented by the Health and Safety policy of OCD Action where the Charity is based. OCD Action is subject to the guidelines and directives of this document as well as its own Health and Safety policy. Copies of this document are available on request.

2. Implementing the Policy

2.1 Responsibility for health and safety within OCD Action lies with the Operations Manager.

2.2 The designated manager will be responsible for carrying out the relevant risk assessments necessary for OCD Action to carry out its work safely and responsibly.

2.3 Health and safety requirements will be considered in any action undertaken by OCD Action including the planning and development of new or existing services, building work, the introduction of new activities and the reorganisation or relocation of any aspect of the Charity's work. Those requirements and any risk involved will be communicated to all those taking responsibility in a particular situation (including outside contractors) and plans for dealing with the risk will be jointly made and monitored.

2.4 A copy of the policy will be given to each employee and volunteer when they begin working.

3. Monitoring the policy

3.1 The policy will be reviewed by the Operations Manager on a yearly cycle and any recommendations for amendments made to the Board.

3.2 Monitoring and inspection will also be carried by outside agencies, for example electrical firms.

3.3 Individual employees, volunteers and service users can assist by reporting health and safety issues and potential risks to health to the manager or board.

4. Health and Safety of Employees, Volunteers and Service Users

4.1 OCD Action recognizes the safety of people using its offices and services as a priority. It will do everything in its power to protect people from assault and to prevent unauthorized entry.

4.2 The nature of OCD Action's work can be stressful. OCD Action will do all it can to reduce work-related stress and to offer support to employees who are affected by stress.

4.3 The work environment can also cause risk to the physical health of employees. OCD Action will do all it can to keep the workplace in a safe and clean condition by cleaning, maintenance and repair. In addition, regulations on heating, lighting, ventilation, cleanliness etc. will be observed, as set out in the Health & Safety policy and highlighted in the Charity's office risk assessment.

4.4 Risks may be posed by the use of computers or the lifting of heavy or awkward loads. OCD Action will do all it can to ensure that employees are trained in the correct use of equipment and that necessary adjustments are made to the work environment.

4.5 The host building and OCD Action offices have a non-smoking policy.

4.6 OCD Action has a regularly maintained first aid box and a qualified first aid person is available on request.

4.7 OCD Action will do its best to ensure that no aspect of its work causes noise nuisance or damage to other people.

5. Fire Safety

OCD Action has a legal duty to ensure that adequate precautions are taken against the risk of fire. To this end we adhere to the fire safety advice as set out in the Health & Safety Policy of our landlord and they are responsible for the maintenance of fire equipment, carrying out of fire drills and checking of fire exits. The fire procedure outlined by the landlord is prominently displayed in the building in which OCD Action's offices are based and all staff and volunteers are made aware of this and asked to familiarise themselves with it.

6. Hazardous Substances

OCD Action will ensure that hazardous substances such as printer ink kept on its premises will be safely stored and handled in accordance with COSHH regulations.

7. Equipment

Equipment, including electrical equipment will be appropriately tested and maintained and employees and volunteers will be instructed and trained in its use [see also risk assessment].

8. Accidents and Infectious Diseases

8.1 Accidents will be recorded in an accident book. When these are serious or may lead to recommendations for action they will be reported to the board of trustees by the manager.

8.2 Accidents involving actual or potentially serious risk of harm to individuals and infectious diseases will be reported as required to the relevant statutory authority. The responsibility for reporting lies with the relevant line manager.

9. Information, Training and Supervision

9.1 Health & Safety responsibilities of all staff and volunteers will be outlined in the induction process.

9.2 Adherence to OCD Action's policy and other relevant policies will be monitored through regular supervisions for staff and volunteers.

9.3 The Operations Manager is responsible for circulating information on health and safety matters to employees and volunteers. Employees and volunteers are expected to read what is circulated.

9.4 Line managers will ensure that employees are supervised in their as necessary for their safety.

5a. Desk-Working Safely

Make full use of the equipment provided, and adjust it to get the best from it and to avoid potential health problems. If the Regulations apply to you, your employer should cover these things in training. If the Regulations don't apply, it is still worth setting up your workstation properly, to be as comfortable as possible. Here are some practical tips:

Getting comfortable

- Adjust your chair and monitor to find the most comfortable position for your work. As a broad guide, your forearms should be approximately horizontal and your eyes the same height as the top of the monitor.
- Make sure you have enough work space to hold whatever documents or other equipment you need.
- Try different arrangements of keyboard, screen, mouse and documents to find the best arrangement for you. A document holder may help you avoid awkward neck and eye movements.
- Arrange your desk and monitor to avoid glare, or bright reflections on the screen. This will be easiest if neither you nor the screen is directly facing windows or bright lights. Adjust curtains or blinds to prevent unwanted light.
- Make sure there is space under your desk to move your legs freely. Move any obstacles such as boxes or equipment.
- Avoid excess pressure from the edge of your seat on the backs of your legs and knees. A footrest may be helpful, particularly for smaller users.

Keying in

- Adjust your keyboard to get a good keying position. A space in front of the keyboard is sometimes helpful for resting the hands and wrists when not keying.
- Try to keep your wrists straight when keying. Keep a soft touch on the keys and don't overstretch your fingers. Good keyboard technique is important.

Using a mouse

- Position the mouse within easy reach, so it can be used with the wrist straight. Sit upright and close to the desk so you don't have to work with your mouse arm stretched. Move the keyboard out of the way if it is not being used.
- Support your forearm on the desk, and don't grip the mouse too tightly.
- Rest your fingers lightly on the buttons and do not press them hard.

Reading the screen

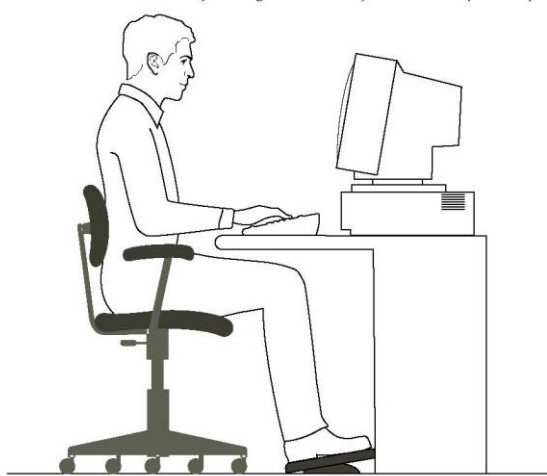
- Adjust the brightness and contrast controls on the screen to suit lighting conditions in the room.
- Make sure the screen surface is clean.
- In setting up software, choose options giving text that is large enough to read easily on your screen, when you are sitting in a normal, comfortable working position. Select colours that are easy on the eye (avoid red text on a blue background, or vice-versa).
- Individual characters on the screen should be sharply focused and should not flicker or move. If they do, the monitor may need servicing or adjustment.

Posture and breaks

- Don't sit in the same position for long periods. Make sure you change your posture as often as practicable. Some movement is desirable, but avoid repeated stretching to reach things you need (if this happens a lot, rearrange your workstation)

- Most jobs provide opportunities to take a break from the screen, e.g. to do filing or photocopying. Make use of them. If there are no such natural breaks in your job, your employer should plan for you to have rest breaks. Frequent short breaks are better than fewer long ones.

Sample image:



For more information please look in our leaflet folder or go to <http://www.hse.gov.uk/pubns/indg36.pdf>. A copy of this booklet is held in the OCDA Policy Folder.

www.hse.gov.uk/pubns/indg226 contains more information on how to risk assess your home working situation.

6. Data Protection Policy

Purpose

Data protection mechanisms allow information to be provided a greater level of security than can be achieved with system-based protection mechanisms alone. Without data protection mechanisms the potential exists that OCD Action's information assets could be exposed to an unnecessarily high level of risk, particularly in circumstances where data is taken out of the information system.

Scope

This Data Protection Policy applies to all data assets of OCD Action. Specifically, it includes:

- Intellectual Property (IP), whether owned by OCD Action or provided by a third party.
- Personally Identifiable Information (PII) for employees, donors, clients or other third parties.
- Financial information for OCD Action, its employees, donors, clients or other third parties.
- Other non-public data or information assets deemed the property of OCD Action.
- Other public data or information assets deemed the property of OCD Action.

Policy

1. All privileged information, whether stored in system or out of system (via information media) will be protected by data protection mechanisms to ensure the highest levels of confidentiality, integrity and availability. Non-privileged information will be protected to ensure the highest levels of integrity and availability.
2. Only personnel that have previously been authorized are allowed to enter information into an information system. Inputs will be restricted according to granted permissions, though these restrictions may be lifted on a temporary basis based on pre-defined project responsibilities. In such circumstances, additional authorization is required and must be granted before restrictions are lifted.
3. Where possible, information systems will check entered information for accuracy, completeness, validity and authenticity. These checks will be performed as close to the point of information entry as possible and will attempt to ensure that data corruption does not occur or that entered information cannot be interpreted as system commands by the information system.
4. Information systems will be configured such that they prevent unauthorized and unintended information transfer. Further, information systems will protect the integrity and confidentiality of transmitted information using [indicate controls – suggest session authentication, session encryption, data encryption].

Procedure 1

Configure systems to store confidential and sensitive data in a secure manner:

- Where possible, data encryption should be used for all confidential data at rest.
- Data encryption solutions should be centrally managed with key escrow.

Procedure 2

Positively dispose of data that is no longer required:

- Use software or hardware delete functions to remove non-confidential data from systems once that data is no longer required.
- Use dedicated media wiping solutions to permanently remove confidential data from systems once that data is no longer required.

Procedure 3

Configure systems to transmit confidential and sensitive data in a secure manner:

- Where possible, encrypted tunnels should be used for all electronic data transmissions.
- Where encrypted tunnels cannot be used for electronic data transmissions, data should be directly encrypted prior to transmission.
- Message digest hashes should be created and supplied for all electronic data transmissions.

Procedure 4

Configure systems to restrict and validate data input:

- Data should only be input by those with appropriate accounts and account permissions.
- Data should only be input according to established syntax parameters.
- Inputted data should be checked for accuracy, authenticity, completeness and validity by the system.

Non-Compliance

Violation of any of the constraints of these policies or procedures will be considered a security breach and depending on the nature of the violation, various sanctions will be taken:

- A minor breach will result in written reprimand.
- Multiple minor breaches or a major breach will result in suspension.
- Multiple major breaches will result in termination.

7. Safeguarding Policy

This policy applies to all OCD Action paid staff, all volunteers, any sessional or consulting workers and the Board of Trustees.

The purpose of this policy is:

- To protect children, young people and adults at risk who interact with any OCD Action service.
- To protect all staff, volunteers and trustees who work for, or are involved with, OCD Action.
- To provide staff, volunteers and trustees with the guiding principles that inform our approach to safeguarding.

OCD Action acknowledges that:

- All children and adults have the right to protection from abuse, neglect and exploitation.
- Safeguarding children and adults at risk is everybody's responsibility.
- Doing nothing is not acceptable.
- There is a need to work in partnership with relevant statutory agencies to protect individuals as required.

LEGAL FRAMEWORK

This OCD Action Safeguarding Policy has been drawn up using the relevant guidance and Laws as detailed:

- The Children Act (1989)
- The Children Act (2004)
- The Children and Families Act (2014)
- Working Together to Safeguard Children 2015
- GDPR (2018)
- Equality Act (2010)
- Safeguarding Vulnerable Groups Act (2006)
- Care Act (2014)
- Human Rights Act (1998)

Definitions:

- Abuse occurs when the child's or adult's rights are not respected.
- Abuse is any behaviour towards a person that deliberately causes them harm, endangers their life or violates their personal rights. It includes not only physical, emotional and psychological ill treatment and harm, but also neglect (including self-neglect), financial or sexual abuse, and the impairment of physical, intellectual, emotional, social or behavioural development. It concerns the misuse of power, control and /or authority and can be perpetrated by an individual, a group or an organisation.
- A child is defined as an individual who has not yet reached their 18th birthday.

- An 'Adult at Risk' is defined as any person aged 18 years and over who is or may be, in need of community care or services by reason of mental health issues, learning or physical disability, sensory impairment, age or illness and who is, or may be, unable to take care of him / herself or unable to protect him / herself against significant harm or serious exploitation. (Care Act 2014)

Abuse / harm can be defined as follows:

- Physical abuse
- Neglect
- Sexual abuse
- Psychological or emotional abuse
- Financial abuse
- Discrimination
- Organisational / Institutional abuse
- Domestic abuse
- Modern Slavery
- Self-neglect
- Risk of Radicalisation
- Honour pressures / abuse
- Religious / Spiritual abuse

This list is not exhaustive.

Statement of Intent:

OCD Action is committed to keeping children, young people and Adults at Risk safe by:

- valuing, listening to and respecting everyone. OCD Action is aware that some individuals may have issues with communicating their experiences and they will be fully supported to be 'heard' and understood in the most appropriate manner for them.
- having a clear belief that all children and adults, regardless of age, disability, gender, racial or ethnic origin, religious beliefs and sexual identity have a right to be safe and to protection from abuse.
- promoting the empowerment, wellbeing, security and safety of children and adults at risk of abuse consistent with their rights, mental capacity and personal choices.
- Ensuring that all employees and volunteers are aware of the policy and procedures, in order to recognise and respond to concerns or allegations of abuse.
- Notify the appropriate agency if abuse is identified or suspected, in a timely manner, and involving adults and children appropriately.
- Support staff and volunteers who report concerns
- having a named Safeguarding Lead in place. This Safeguarding Lead will be the first point of contact and will assist with making a statutory referral as required.

The current OCD Action Safeguarding Lead is:

Leigh Wallbank (CEO): 07599 549796 or 07808 400370

Alternative Safeguarding Contact:

Ali Thompson (Trustee) :07539 810820

- recruiting staff, volunteers and trustees safely, and ensuring all necessary checks are made. DBS (Disclosure and Barring Service) checks will be carried out as required for any staff, volunteer or trustee undertaking work for OCD Action.
- Providing an induction programme for all new volunteers, staff and trustees with appropriate training to enable all personnel to undertake their roles safely and confidently, and ongoing updates to training as required.
- having a clear procedure for the appropriate sharing of information following any direct disclosure, concern or suspicion that an individual is suffering from harm or abuse. This will be regularly reviewed to ensure best practice.
- ensuring that all staff, volunteers and trustees are empowered to report any Safeguarding concerns they may have about a colleague, (Whistleblowing) without fear of retribution or negative consequences for their role or position.
- understanding that a person sharing their intrusive thoughts to gain support is **not** indicating that this is their planned or current behaviour and that there is no evidence of a person with OCD ever enacting an intrusive thought.

Failure to report suspected harm or abuse in line with the procedures contained within this document may be regarded as colluding with the harm or abuse and be in breach of the OCD Action code of conduct.

Dealing with Safeguarding:

There are a variety of ways that an OCD Action staff member, volunteer or trustee might uncover a situation that causes a potential Safeguarding concern:

- A Child, Young Person or Adult at Risk may talk about a situation that they are experiencing – either directly or indirectly
- A friend or family member may report a situation
- A staff member, volunteer or trustee may observe an actual incident or abuse

Regardless of how the Safeguarding situation is discovered, it must immediately be addressed following the agreed procedure outlined in this document.

OCD Action Safeguarding Procedure

Immediate Emergency Safeguarding Action:

All staff, volunteers and trustees of OCD Action are aware that **Immediate Action** may be necessary at any stage during their involvement with children, young people and Adults at Risk.

In all cases it is vital to take whatever action is needed to Safeguard the individual concerned.

- Assess the situation – is there a risk of significant harm? If so, other professionals will need to be contacted.
- For adults their consent should be obtained before any other professional is involved. Except when the adult lacks mental capacity to make the decision and their wellbeing is at risk or the risk of significant harm to a vulnerable adult or others is imminent. If consent is not given to contact the emergency services and time allows you should contact the safeguarding lead for advice before making this call. **If there is an immediate risk of significant harm, always call the emergency services even before contacting the safeguarding lead.**
- If emergency medical attention is required this can be secured by calling an ambulance (dial 999) without delay.
- If a child or adult is in immediate danger the police should be contacted (dial 999) as they alone have the power to remove a child immediately if protection is necessary, via their powers to use Police Protection. They can also detain an adult for assessment by Mental Health Professionals if required.
- The Safeguarding Lead for OCD Action will need to be informed **immediately** so that they can monitor the situation and ensure that correct procedure is followed.

Staff, Volunteers and Trustees will:

- listen carefully to any child, young person or adult making a disclosure. They will not directly question them.
- give them time and undivided attention. They will not hurry them. The child, young person or adult will be encouraged to share their account of events in a spontaneous manner, without interruption of their free recall or disclosure.
- record an accurate statement of the information given. Care will be taken to record the time, date, setting and any other people present, the child or adult's presentation as well as what was said. This will be kept securely as it may later be needed as evidence.
- use the actual words shared by the child, young person or Adult at Risk in the recording, as much as possible.
- not offer confidentiality. If possible and appropriate staff, volunteers and trustees will explain that they are going to have to share this information to keep the individual safe.
- explain, as much as possible or appropriate, what they are going to do next and what will need to happen to keep the individual safe, at least in the immediate future.

- reassure the individual concerned that they have done the right thing in talking about their situation / experiences. They will reassure the child, young person or adult that they have done nothing wrong in coming forward, especially as they may be feeling very anxious about the next steps or action to be taken.

Dealing with a Concern rather than a Disclosure:

- Staff, volunteers and trustees will share any specific concerns that they have regarding the Safeguarding of an individual. This also applies to the Safety and wellbeing of another staff member, volunteer or trustee, who are all also fully covered by this OCD Action Safeguarding policy.
- Specific concerns or observations should be shared with the safeguarding lead or deputy safeguarding lead. All staff, volunteers and trustees should have the contact details of the safeguarding lead and deputy Lead.
- It is recognised that sharing safeguarding concerns can be daunting and therefore in order to promote safeguarding within OCD Action provision is made for an initial discussion to be held regarding a safeguarding concern with an individuals nominated line manager or shift manager/lead to process the concern and support them in taking the required next steps.
- If the Safeguarding Lead is implicated in the Safeguarding concerns about another individual, then this initial discussion will be with OCD Action's Chair of Trustees.
- Following guidance from either the Safeguarding Lead or the alternative as necessary, a referral may be made to the relevant Authority, including Mental Health Team, Prison Authorities, police service or social services.
- Any decisions made to inform, or not act further, will be fully recorded with full reasons for this decision listed.
- When making a referral, the staff member, volunteer, trustee or Safeguarding Lead will provide as much information as possible. The unavailability of full information will not prevent an attempt to report the Safeguarding concern.
- The individual making the report will be prepared to provide their name and contact details and they will also take the same details from the officer/person that the concerns are reported to. This will be kept with all other notes about the situation. OCD Action has a Safeguarding Report Template to use in this situation and they will be completed.
- The Safeguarding lead will also keep notes of all reported Safeguarding incidents or consultations, any advice given and action taken. This chronological record will be kept securely and can be used as evidence if required.
- Any advice given by the Safeguarding Lead for dealing with either a concern or direct disclosure, must be followed by the staff member, volunteer or trustee. Failure to comply is a serious breach of the OCD Action Code of Conduct.

Staff, Volunteer and Trustee Welfare:

- Dealing with a Safeguarding concern and / or making a disclosure may have a significant effect upon an individual.
- OCD Action recognises this and actively promotes that the involved staff member, volunteer or trustee seeks support from their immediate manager as soon as possible after being involved with the incident, issues of confidentiality should be carefully considered during this debrief.
- This will allow the individual involved to debrief and address the physical or emotional impact that the situation had upon them.
- The Safeguarding Lead, due to the additional responsibility and involvement, may need to access supplementary external support over time. OCD Action is committed to providing this as required, ensuring the wellbeing of their staff, volunteers and trustees.

Safeguarding and Professional Boundaries:

- All OCD Action services and any interactions between staff, volunteers and trustees will be conducted to the highest professional standards – in an open and honest manner.
- Those working or volunteering for OCD Action will maintain boundaries to protect both themselves and services users – preventing a Safeguarding situation arising from the misuse of personal information or over familiarity.
- Staff, volunteers and trustees will not share their own (or others), personal contact details or social media details with anyone using the services of OCD Action.
- Staff, volunteers and trustees will not share personal information about their family and friends to any service user. However, OCD Action does recognise that it may be appropriate to demonstrate a genuine empathy and understanding of others. This will be done in a way that will prevent the identification and protect the details of family members and friends.

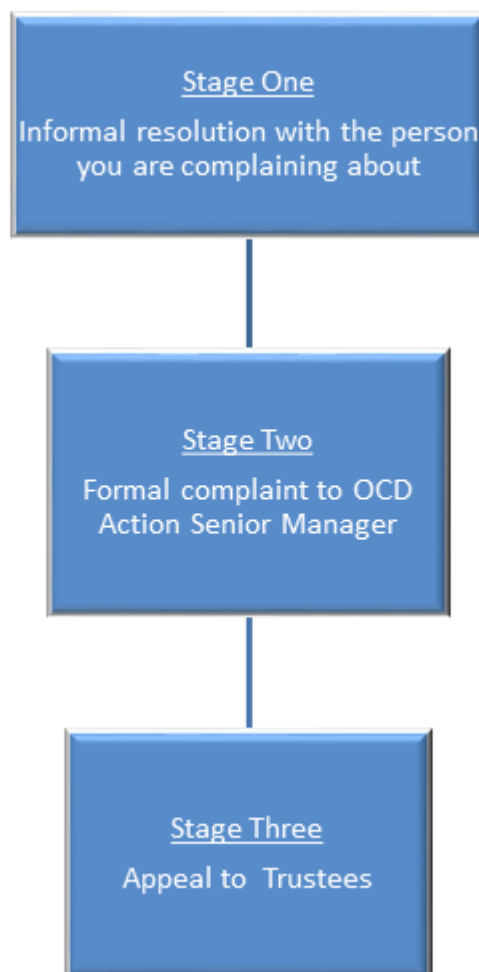
OCD Action Safeguarding Report

- To be copied and used when required.
- Remember to date and sign each entry on the sheet – use additional sheets as necessary and secure them together. This record could be used as evidence.
- When the Safeguarding incident has been dealt with, ensure a full record is completed and kept securely in OCD Action Head Office. Remember to record any decisions made – especially overriding an individual's wishes and the reason for this. If you believe that someone is in immediate danger or an individual lacks capacity at the time concern, then these are reasons to take action.

8. Complaints and Whistleblowing Policy

Any member of the public who has had contact with OCD Action, or is affected by its work, any organisation which has contact with OCD Action, and any OCD Action staff or volunteers may use our complaints procedure. The procedure applies to complaints against any staff member of OCD Action. It can also apply to complaints against OCD Action volunteers, when acting in their capacity as a volunteer for OCD Action.

Overview of the Complaints Procedure



Stage One – Informal Resolution

Sometimes it is possible to resolve a complaint by discussing your concerns with the staff member or volunteer you are unhappy with.

If you do not feel the issue is resolved, proceed to Stage Two. If you do not want to discuss your concerns with the person you are complaining about proceed straight to Stage Two.

Stage Two – Formal Complaint to Senior Manager

Please put your complaint in writing, either in a letter or using the OCD Action Complaints form (see below). If you would like help putting the complaint in writing please contact the Director who will arrange this.

Your complaint will be acknowledged in writing within seven working days. The appropriate Senior Manager will investigate your complaint. The Manager doing the investigation will meet with you, if you wish, to hear your concerns in more detail. She or he will also talk with staff members or other people involved in the complaint.

The Manager will respond to your complaint in writing within twenty working days. If there is any delay she or he will contact you, explain the reason for the delay, and tell you when to expect a response.

If your complaint is about the CEO, the Chair will carry out the investigation.

If you are unhappy with the response, you should contact the Chair (see contact details below) within one month to say that you would like to appeal.

Stage Three – Appeal to OCD Action Trustees

The Chair of OCD Action will acknowledge your request for an appeal within seven working days. She or he will appoint two of the Trustees to review the investigation into your complaint. There will be an opportunity to meet with the two Trustees if you wish.

You will receive a written response within twenty days. If there is any delay they will contact you, explain the reason for the delay, and tell you when to expect a response.

The decision of the Chair is final

The complaints procedures can be sent to anyone wanting to complain. You can get a copy of the policy from your line manager.

Complaints/Harassment/Whistle Blowing Form

Please state what has happened and when:

What are your concerns?

What would you like to happen as a result of your complaint?

Your name: How would you like us to contact you?

Address:

Phone/Email:

Please return this form (marked Private and Confidential) either to the Operations Manager or directly to OCD Action's Chair: Piers Watson c/o OCD Action.

9. Volunteer Agreement

This agreement outlines what you can expect from us and what we ask of you. We are delighted to welcome you as a volunteer and appreciate the important contribution you will be making to the success of the organisation. We will do our best to ensure that you have an enjoyable and rewarding time with us.

OCD Action's responsibilities

OCD Action will:

- Provide a thorough induction on our work, our staff, your volunteering role and to provide any initial training you need to meet the responsibilities of your role.
- Provide adequate and flexible supervision and support to you in your volunteering role.
- Explain the standards we expect and encourage and support you to achieve and maintain them.
- Provide a named person who will meet with you regularly to discuss your volunteering and any problems.
- Do our best to help you develop your volunteering role with us.
- Repay expenses incurred during your volunteering, following the procedures in this Handbook.
- Provide adequate training in support of our health and safety policy, a copy of which is in this Handbook.
- Provide adequate insurance cover for volunteers whilst undertaking voluntary work approved and authorised by us.
- Ensure that all volunteers are dealt with in accordance with our equal opportunities policy, a copy of which is set out in this Handbook.
- Try to resolve fairly any problems, grievances and difficulties you may have while you volunteer with us.
- Offer an opportunity to discuss the issues in accordance with the procedures set out in our volunteering and complaints policies in the event of an unresolved problem.

Volunteer's responsibilities

As a volunteer I agree to:

- Respect OCD Action's values and principles and adhere to our rules and procedures.
- Carry out duties and conduct myself in accordance with the OCD Action's Volunteering Policy.
- Perform my volunteering role to the best of my ability with commitment and reliability.
- Maintain the confidential information of OCD Action and of its clients.
- Only act within the limits of any authority given to me.
- Meet commitments and standards agreed to except in exceptional circumstances, and to give reasonable notice so other arrangements can be made.
- Respect the work of OCD Action and its members and not bring it into disrepute.
- Comply with OCD Action's policies.
- Air problems and issues as soon as they arise
- Attend relevant training and supervision

This agreement is binding in honour only; it is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.

Name:

Signed:

Date:

Signed (on behalf of OCD Action):

Name:

Date: