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Safeguarding for Trustees & Volunteers

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Trustee



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Why safeguarding training is important to Radio Lollipop:



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Why safeguarding training is important to Radio Lollipop:

- To protect the patients, siblings, parents, hospital teams, volunteers and Radio Lollipop from harm, continued harm or potential risk of harm.
- To ensure all volunteers know what to do should they suspect a child is vulnerable.
- To ensure the Radio Lollipop Policy is adhered to.
- To adhere to the government, charity commission & OSCR expectations and guidelines.



The plan for this session:

1. Examine the aims of the policies & legislation.
2. How we ensure the suitability of volunteers.
3. Understand what action to take if you suspect a child is being/has been abused.
4. Understand the procedure to follow if an allegation is made against a volunteer.
5. Explore action taken with a suspected missing child.
6. Check your understanding...

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What are the benefits to everyone within Radio Lollipop having this training?



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What are the consequences if everyone within Radio Lollipop doesn't have this training?



The benefits:

- The welfare of children is at the centre of all we do.
- Support hospital teams.
- Volunteers behave professionally.
- Maintain Radio Lollipop's reputation.
- Legislation adhered to.

The consequences:

- Bad press.
- Children could remain vulnerable or at risk.
- Volunteers & hospitals exposed.
- Closure of Radio Lollipop.

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Radio Lollipop's aim is:

To ensure that all vulnerable people, whether children, young people or vulnerable adults, are protected and kept safe from harm while they are engaged with Radio Lollipop.



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The UK Government's guidance of Safeguarding:

'Working Together to Safeguard Children (2018)' England & Wales

'Getting it Right for Every Child (2017)' Scotland



The guidance defines safeguarding as:

- Protecting children and young people from maltreatment.
- Preventing impairment of children and young people's health or development.
- Ensuring children and young people receive safe and effective care.
- Taking action to enable all children to have the best outcomes

The Charity Commission, in April 2018 provided four clear expectations of Trustees with regard to safeguarding:

- **Provide a safe and trusted environment.** Safeguarding involves a duty of care to everyone who comes into contact with the charity, not just vulnerable beneficiaries such as the children and young people, but its volunteers and stakeholders.
- **Set an organisational culture which prioritises safeguarding,** so it is safe for people to report incidents and concerns in the knowledge they will be dealt with appropriately.
- **Have adequate safeguarding policies, procedures and measures** to protect and make sure these are made public, reviewed regularly and kept up to date.
- **Handle incidents as they arise. Report them to the relevant authorities** including the police and the Charity Commission. Learn from mistakes and put in place the relevant mechanisms to stop them happening again.

In simple terms:

Safety for all parties:

- Patients, their families & visitors.
- Hospital teams.
- People involved with Radio Lollipop activities inside & outside of the hospital.
- All volunteers.

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How we do this is via our 4eyes policy

- No matter where or how we connect with the children the 4eyes policy is to be applied.
- This is to be considered all forms of contact.

This will safeguard you and others

What documents are in place within Radio Lollipop to ensure the relevant Government & Charity Commission's expectations & guidelines are adhered to?

Documents within Radio Lollipop that support safeguarding are:

- Radio Lollipop values and aims.
- Radio Lollipop risk register.
- Radio Lollipop policies and procedures.
- Radio Lollipop reporting structure.

serious fun Our values

PATIENT FOCUS: We provide a safe, reliable, responsive, quality service, specific to our patients' abilities and needs.

COMPASSION: We create an environment that is caring, nurturing, positive and fun for everyone.

INTEGRITY: We make realistic commitments; keeping our promises by living the values and adhering to the policies and procedures of Radio Lollipop.

RESPECT: We listen with the intention of fully understanding others in order to respond appropriately and meet the needs of everyone.

INNOVATION: We are creative in our search for new ways of working, considering our impact on others and the environment.



What are the fundamental steps to take when recruiting an applicant to become a Radio Lollipop volunteer?

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The recruitment of potential Radio Lollipop Volunteers



The recruitment of potential Radio Lollipop Volunteers

The recruitment process to include these key areas:

- Application form & interview completed
- Shortlist suitable applicants
- 2 references gained for each applicant
- All successful candidates to have suitable enhanced police check clearance, which is renewed every 3 years

Overall: Adhere to the 'Radio Lollipop Recruitment and Selection Policy',
found on

Lollipop Trust Governor



Confidential Poll:

Please answer honestly with 'Yes' or 'No' to the following questions:

1. Do you know where to immediately find the phone number for your 'on call' nurse within your station host hospital?
2. Do you know where to immediately find the emergency number to call within your station host hospital?
3. Do you know how to make contact with the 'Spiritual Care Team' or 'Multi Faith Team' within your station host hospital?

serious **fun** Activity:

In small groups take 4 minutes, go to the NSPCC website, gather the answers to the following questions for area of potential area of abuse you are allocated:

<https://www.nspcc.org.uk/what-is-child-abuse/>

- How is this area of abuse described?
- What are the signs of this type of abuse?
- What action is suggested to be taken if these signs are noticed?

4 areas:

Physical, Emotional, Neglect, Sexual abuse



What do we do...

If we suspect that a child is at risk:

1. Listen
 2. Remain calm
 3. Reassure
 4. Do not promise to keep it a secret
 5. Alert the most senior nurse on the ward and call the 'on call' nurse on duty
 - Write down the facts
 - What you noticed
 - What the child said
 - Scan this document and place in the the volunteer's personnel file
- NB: Notes to be made within 15 minutes
6. Inform the Team Leader
 7. Inform the Station Chair

The communication chain looks like this...

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What do we do...

If we suspect that a child is at risk:

The communication chain:

- Inform the station Chair.
- Chair to inform local Trustee.
- Local Trustee ensure the the report is placed in the volunteers personal file, in case it is required by the hospital for further investigation.
- Volunteer to be offered support by the appropriate source, Management Team, Chair, Trustee or 'Spiritual Care Team' or 'Multi Faith Team'.



NOTE: As soon as this is reported to the 'On call' nurse their Safeguarding procedures will apply.

Allegations against a Volunteer

Volunteers should:

- Behave in a manner which would not lead any reasonable person to question their suitability to work with children or act as a role model for others.
- Not discuss inappropriate topics or make, encourage others to make unprofessional personal comments which demean, humiliate or might be interpreted as such.
- Behave appropriately when making social contact with others, be aware that such contact could be misconstrued.
- Be suspended from their role, should an allegation be made about them whilst the matter is investigated.



Management Posts are to, adhere to the Radio Lollipop 'Disciplinary' and 'Privacy and Confidentiality Policy and Procedure', found on Lollipop Trust Governor whilst the volunteer is suspended from their role.

What do we do...

Allegations against a Volunteer:

The communication chain:

- Inform Chair of the station.
- Chair to inform Local Trustee.
1. Inform the Team Leader
- Local Trustee to inform Country Board Chair. The appropriate next steps to be agreed.

**Adhere to the Radio Lollipop 'Disciplinary Policy and Procedure',
found on Lollipop Trust Governor.**

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How do we protect each other?



Protecting each other

4 eyes everywhere you go

- Always to have 2 volunteers present with children at any one time
- Don't leave a volunteer in any area alone
- Change the volunteering pairs on a regular basis

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What if a child on a ward, would like to visit
the studio and is able to?



serious **fun** Protecting each other in studios or play areas

4 eyes everywhere you go

Taking a child from the ward to studio or play area:

- Inform the ward staff.
- Place a notice on the child's bed stating 'Gone to Radio Lollipop', add the child's name, name of ward staff who you informed, current time and volunteer's name.
- Escort the child in pairs to the studio.
- Sign the child in to the studio, as appendix A.



Radio Lollipop Visiting Record



This is to be used by ward, studio or playroom volunteering teams (any visitors to studio supporting Radio Lollipop are to sign in too). Please sign in and out every time you visit the hospital on Radio Lollipop business and also remember the '4eyes' policy – NEVER visit wards on your own. If there is an odd no. of Volunteers, join a pair.

Please capture where you have been and which patients you have interacted with for traceability purposes.

Key: Studio Permission: To be initialled by the hospital personnel giving the child permission to leave the ward.

Comment: Add anyone else you interacted with connected to that patient, if appropriate i.e. sibling.

Day & Date:	Name of Volunteer:	Time In:	Time Out:
	1.		
	2.		
	3.		

First Name:	Location:	Age:	Activity:	Studio Permission:	Prize:	Comments:

Capture your 'WOW' moments here

Child safety in the studio or play area

- The ratio is 3 children for 1 volunteer (although we'd always be in pairs, therefore 2 volunteers for 1-6 children)

NOTE: If more than 1 child is present, in reality, 4 volunteers are required as a minimum, in case a child needs to return to the ward. This allows for 2 volunteers to stay with the remaining children. Whilst 2 volunteers escort the child back to the ward.

- Inform the ward staff of the child's return
- Remove the sign from the child's bed

Ward Visiting

Every volunteer to record on the attendance sheet:

- The wards they have visited
- Ideally the patient's name

Why is this important?

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What do volunteers do if a child absconds whilst in the care of Radio Lollipop?



An absconded child:

- Adhere to local hospital procedure, as a priority.
- Call the 'Emergency Number' in the hospital for immediate assistance (Number found in the studio & the location of this number to be known by all volunteers).
- Telephone the 'On call' nurse (Number found in the studio & the location of this number to be known by all volunteers).
- Inform the nurse in charge of the applicable ward.
- If a child is found, carry out as above and return the child back to the ward.

In the case of a reported absconded child:

- Adhere to local hospital procedure, as a priority.
- Possibly assist with the search, guided by the 'on call' nurse and hospital security.

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OVERALL

Never, ever, ever put yourself in a situation where you are alone with a patient.



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What questions do you have?



Questions to check what you have understood...

1. What are the 2 telephone numbers all volunteers need to have easy access to in the studio?

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 - **On call nurse**
 - **Emergency number**

Questions to check what you have understood...

1. What are the 2 telephone numbers all volunteers need to have easy access to in the studio?
2. Why is it important that all volunteers visit wards, attend the studio and play areas in pairs?

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1. What are the 2 telephone numbers all volunteers need to have easy access to in the studio?
2. Why is it important that all volunteers visit wards, attend the studio and play areas in pairs?
 - **To ensure the safety of the child and each other**

Questions to check what you have understood...

1. What are the 2 telephone numbers all volunteers need to have easy access to in the studio?
2. Why is it important that all volunteers visit wards, attend the studio and play areas in pairs?
3. If a child tells you a secret and ask you not to tell anyone. What will you say?

Questions to check what you have understood...

1. What are the 2 telephone numbers all volunteers need to have easy access to in the studio?
2. Why is it important that all volunteers visit wards, attend the studio and play areas in pairs?
3. If a child tells you a secret and ask you not to tell anyone. What will you say?
 - **It depends on what the secret is**

Questions to check what you have understood...

1. What are the 2 telephone numbers all volunteers need to have easy access to in the studio?
2. Why is it important that all volunteers visit wards, attend the studio and play areas in pairs?
3. If a child tells you a secret and ask you not to tell anyone. What will you say?
4. How many volunteers need to be present when accompanying 2 patients in a studio or play area?

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• 4

Questions to check what you have understood...

1. What are the 2 telephone numbers all volunteers need to have easy access to in the studio?
2. Why is it important that all volunteers visit wards, attend the studio and play areas in pairs?
3. If a child tells you a secret and ask you not to tell anyone. What will you say?
4. How many volunteers need to be present when accompanying 2 patients in a studio or play area?
5. What are the four things we should do when we are taking a patient from the ward to the studio or play area?

Questions to check what you have understood...

1. What are the 2 telephone numbers all volunteers need to have easy access to in the studio?
2. Why is it important that all volunteers visit wards, attend the studio and play areas in pairs?
3. If a child tells you a secret and ask you not to tell anyone. What will you say?
4. How many volunteers need to be present when accompanying 2 patients in a studio or play area?
5. What are the four things we should do when we are taking a patient from the ward to the studio or play area?
 - **Inform the ward staff**
 - **Place a note on the bed stating 'Gone to Radio Lollipop' with the child's name, current time and volunteer's name**
 - **Escort the child in pairs to the studio**
 - **sign the child in to the studio.**

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Questions to check what you have understood...

6. Why is it important we do do these 4 things (as from question 5)?

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Questions to check what you have understood...

6. Why is it important we do do these 4 things (as from question 5)?
- **Medical team know the child whereabouts**
 - **To be able to track the movement of the child**

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Questions to check what you have understood...

6. Why is it important we do do these 2 things (as from question 5)?
7. If a child absconds what do we do?

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Questions to check what you have understood...

6. Why is it important we do do these 2 things (as from question 5)?
7. If a child absconds what do we do?
 - **Adhere to local hospital procedure, as a priority**
 - **Call the 'Emergency Number'**
 - **Telephone 'On call nurse'**
 - **Assist with search**

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Questions to check what you have understood...

6. Why is it important we do do these 2 things (as from question 5)?
7. If a child absconds what do we do?
8. If we find a child we believe is absconding, what do we do?

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Questions to check what you have understood...

6. Why is it important we do do these 2 things (as from question 5)?
7. If a child absconds what do we do?
8. If we find a child we believe is absconding, what do we do?
 - **Stay with the child**
 - **Call the 'Emergency Number'**
 - **Telephone 'On call nurse'**
 - **Return the child back to their ward**

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Questions to check what you have understood...

9. What are the 7 steps to follow should a volunteer suspect the abuse of a child?

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Questions to check what you have understood...

9. What are the 7 steps to follow should a volunteer suspect the abuse of a child?

1. Listen

2. Remain calm

3. Reassure

4. Do not promise to keep it a secret

5. Alert the most senior nurse on the ward and call the 'on call' nurse on duty

- **Write down the facts**
- **What you noticed**
- **What the child said**
- **Scan this document and place in the the volunteer's personnel file**

NB: Notes to be made within 15 minutes

6. Inform the Team Leader

7. Inform the Station Chair



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Questions to check what you have understood...

10. What information is to be recorded each time we visit the wards?

Questions to check what you have understood...

10. What information is to be recorded each time we visit the wards?

- **Name of the patient we interacted with**
- **Ward**
- **Who we interacted with**
- **Estimated age of patient**
- **Activity they were involved with**
- **Studio permission, if applicable**
- **Reaction to activity**
- **If a prize was issued or not**

Next steps:

Please ensure you:

- Know where to find the hospital emergency number, in the studio
- Know where to find the Nurse on call number, in the studio
- Know the location of Radio Lollipop Policies & procedures

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Policies

<https://radiolollipop.org/admin>

Drop down box:

'Policies & Procedures' READ ONLY

Username: Policies

Password: Letmein79!



Next steps:

Please ensure you:

- Know where to find the hospital emergency number, in the studio
- Know where to find the Nurse on call number, in the studio
- Know the location of Radio Lollipop Policies & procedures
- Use the ward visiting record for every visit to the wards, in the studio and playrooms
- The hospital procedure for absconded children

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A spot of feedback....



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Thank you, be safe and have fun...serious fun

