

BATTLE SCARS CIO PERSONAL SAFETY & BOUNDARIES POLICY

Policy information	
Organisation	Battle Scars
Scope of policy	Applies to all volunteers, trustees, staff, services, activities, training and general running of the organisation.
Policy operational date (original)	06/02/18
Policy prepared by	Jenny Groves – CEO
Date approved by Board	15/01/24
Reviewed on Reviewed by	06/01/24 Jenny Groves – CEO
Amended	No
Policy review date	By 31/01/26 Every 2 years
Distributing	This policy will be available on the Battle Scars website. It will be a requirement for all trustees and staff to read the policy after appointment or after its review. A summary of all relevant policies will be included in the volunteer handbook with clear signposting to the full text. Volunteers will be kept up to date with any changes that might affect their role.
Responsibilities	
Overall	The CEO, volunteer manager and trustees have overall responsibility to ensure volunteers and employees have received appropriate induction and training relating to health and safety as well as personal safety and are aware how to set and maintain healthy professional boundaries.
Specific	Each trustee, volunteer and employee is responsible for their own personal safety and required to take all precautions to preserve it. Boundaries must be in place to ensure safety and wellbeing.
Policy	
Aims	The aim of this policy is to raise awareness regarding personal safety and boundaries and state volunteer and employee responsibilities.
Policy implementation – Personal Safety	
Support groups and other services that include direct contact with service users or the public	<ul style="list-style-type: none"> Support groups should always be run by a minimum of two trained group facilitators. If, due to unforeseen circumstances only one facilitator is present, the CEO or volunteer manager must be notified as soon as possible. If no cover is available, the support group will have to be cancelled. If it's a daytime group out of Battle Scars premises or there is enough notice, the venue reception needs to be notified and a sign put up. Otherwise, a Battle Scars representative will make every effort to put a sign up at the venue's door and turn service users away. The sign

	<p>must clearly state the group is cancelled and include the date of the next meeting. The above procedure will apply if the other facilitators do not turn up without notice and only one is present. Groups on Battle Scars premises will need to be covered by Battle Scars staff if available or cancelled.</p> <ul style="list-style-type: none"> • Two facilitators or a facilitator and a volunteer or a trusted person must be present during locking and unlocking of non-Battle Scars buildings. • If the group takes place during office hours on another organisation's premises a member of staff of the hosting organisation can step in as a temporary volunteer in order for the group to take place provided there is service user agreement. • In cases of 1-2-1 with service users during support groups the co-facilitator or helping volunteer must be notified that the facilitator is engaged and where the 1-2-1 session is taking place. • Facilitators must have each other's mobile numbers to notify in case of delay. • Volunteers and staff are discouraged from attending support groups and events that include direct contact with service users or the public if ill and contagious. If unable to attend due to illness or any other reason the designated Battle Scars staff member, CEO or volunteer manager must be notified as soon as possible. • Facilitators and volunteers must be aware where the emergency exits of the venue are as well as the meeting point and inform all service users using the venue for the first time. In case of a fire group facilitators should try to take the sign in sheet with them unless it's not safe to do so. Group facilitators and volunteers should not attempt to put out a fire unless they have received specific training and feel capable to tackle it. They are not responsible for the safety of the service users. • Battle Scars staff and volunteers must be aware where the Battle Scars premises emergency exits are as well as the meeting point. The fire warden(s) will take responsibility for ensuring everybody is out of the building. • Battle Scars is not a crisis service but if a volunteer or employee is involved in a crisis situation or in a medical emergency, supervision will be offered as soon as possible after the event to ensure the volunteer / employee's wellbeing. • In cases of having to deal with a crisis the Battle Scars representative (preferably an employee or the most senior and experienced volunteer) will need to contact the Crisis team (or equivalent) or emergency services depending on the situation. Volunteers are discouraged from dealing with situations they are uncomfortable with. • If a volunteer is uncertain about dealing with a particular situation or has had a difficult experience, they are advised to seek help from the volunteer leader / manager, the CEO or a trustee. If the group facilitator is the CEO, assistance
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	<p>from the clinical supervisor should be sought or by using the contacts on the Protecting Vulnerable Adults and Safeguarding Children policies.</p> <ul style="list-style-type: none"> • Volunteers and staff are expected to keep themselves safe while on Battle Scars business involving others (i.e. events, presentations, groups). If the need to self-harm is beyond managing the designated Battle Scars staff member, CEO or volunteer manager must be contacted immediately to arrange cover or at least be aware that there is no Battle Scars representation at the event. Same applies in cases of illness while working. • Open wounds need to be dressed appropriately for hygiene reasons. • <i>Please see the Self-Harm Policy for further guidance.</i> • Lifting of heavy objects by the Battle Scars representatives and service users is discouraged. Moving heavy objects, such as armchairs, must be done with care, preferably by those who have had manual handling training. • Hands must always be washed hands thoroughly before and after handling food. • Volunteers and staff must carry a charged mobile phone while carrying out work outside of Battle Scars premises or non-home-based Battle Scars work and be contactable. We recommend they store in their phone the telephone numbers for Battle Scars and for the volunteer leader / manager, line manager or CEO (whoever is their man point of contact within the organisation).
Home-based work	When carrying out Battle Scars work from home volunteers and staff must be contactable by phone, email, WhatsApp, Messenger or similar. We recommend they store in their phone the telephone numbers for Battle Scars HQ and for the volunteer leader, line manager and/or CEO (their main points of contact within the organisation).
Lone working	Please refer to the Lone Working policy
Policy implementation – Dealing with violence	
Statement	<p>All violence to staff, volunteers and other service users is unacceptable, whatever form it takes and whatever reasons are cited for it. We recognise the potentially damaging effects of violence on individuals, work performance and the organisation as a whole, and are committed to combating it and minimising risks.</p> <p>For <u>employees</u>:</p> <ul style="list-style-type: none"> • Violence is not considered to be an acceptable part of any job, nor is it part of the duties of any employee to accept violent behaviour. • Dealing with, or being subject to, violent behaviour is not considered to be a failure on the part of the employee • Procedure on reporting and investigating a violent incident as well as the Violent Incident Report Form can be found as Appendix A below (form obtainable from cloud for Battle Scars staff)

<p>Battle Scars commitment</p>	<p>Battle Scars commit to:</p> <ul style="list-style-type: none"> • Take preventative measures to combat the risks of violence and aggression, such as procedures and practices • Collect data or monitor incidents and take action as a result of the information gathered • Make sure everybody is aware of this policy and their responsibility in respect of it • Provide appropriate guidance and training for employees at the beginning and throughout their career on avoiding, reducing and managing violent and aggressive behaviour • Create a supportive environment for employees and provide support to victims, including members of their household • Provide after-care such as time off work and earnings protection.
<p>Responsibility</p>	<p>It's the Battle Scars' CEO's responsibility to ensure risks are identified, all staff are trained to avoid, reduce and manage violent and aggressive behaviour, and all staff who are victims of violent or aggressive behaviour are offered support. It's everybody's responsibility to ensure violent and aggressive behaviour is avoided, reduced and managed.</p>
<p>Reporting and investigating a violent incident (even if only a threat)</p>	<ul style="list-style-type: none"> • All incidents must be reported by the employee to the CEO as soon as possible. They can use the Violent Incident Report Form or fill it in with the CEO. • When the report is received, the CEO will, as soon as possible, interview the employee involved and start completing the Internal Use part of the Violent Incident Report Form (see appendix) • The CEO will ensure that the victim receives support if they wish. A note of this action will be made on the Violent Incident Report Form • No action will be taken until the situation has been thoroughly investigated. In case of a violent incident the investigation could involve interviews with the victim, the alleged perpetrator(s), any witnesses and, if necessary, the police. All notes will be kept with the Violent Incident Report Form as a confidential file.
<p>Policy implementation – Boundaries</p>	
<p>Professional Boundaries</p>	<ul style="list-style-type: none"> • Volunteers, trustees and employees are acting as representatives of Battle Scars and thus there is an expectation by Battle Scars that they follow a professional code of conduct. • Do not use the internet (including social media) for criticism of service users, volunteers, trustees, employees, Battle Scars the organisation or any stakeholders associated with Battle Scars. • Please carefully consider internet conduct (including social media) as anything identifying you as a volunteer or employee of Battle Scars could potentially bring the organisation into disrepute. • Social media shows personal and private areas of people's lives. It is advised that volunteers, employees and trustees seriously consider their privacy and security settings for

	<p>their own protection and the protection of others including Battle Scars.</p> <ul style="list-style-type: none"> • Friendships between service users, volunteers and staff are not discouraged as long as all parties are over the age of 18 and mutual consent is present. We advise that in forming such friendships extra caution is used if either party is a vulnerable adult. The responsibility of evaluating this lies with the volunteer / staff. If a safeguarding issue is suspected then Battle Scars will follow the relevant policies and procedures. As a result of such a friendship an exchange of email addresses or phone numbers may take place or they may become “friends” on Facebook and other social media. Battle Scars holds no further responsibility than recommending caution. • Friendships between adult volunteers / trustees / staff and service users / volunteers under the age of 18 are not allowed for everyone’s protection. • Social media “friendships” must be considered carefully due to age not being safely determined. Administrators of the Facebook group may accept private messages from members of this group based on concerns for the member’s safety and wellbeing. Administrators must always be aware of the possibility that the message may have originated from an under-age member. Such communication must remain professional and care must be practiced at all times.
<p>Gifts and preferential treatment</p>	<ul style="list-style-type: none"> • If a volunteer or member of staff is being offered a gift or favour they must consider these questions: <ul style="list-style-type: none"> ○ is anything expected of them in return; ○ is this a sign of appreciation; ○ is it a personal gift or a gift to the organisation? • If something is expected in return, we recommend that the gift is kindly refused and the reasons are explained. • Preferential or advantageous treatment, doing or not doing anything, showing favour or disfavour to any person or organisation in return for gifts and favours is unacceptable under any circumstances. • It may be more appropriate to accept the gift on behalf of the organisation. Any gifts of significant value (for example, more than a large box of chocolates) must be reported to the volunteer leader or line manager. Small amounts of consumables may remain with the receiving team but financial gifts of any size must be returned to Battle Scars HQ to be banked as donations. • Small personal gifts with “no strings attached” such as Christmas presents do not need to be declared.
<p>Loaning money</p>	<p>Volunteers and staff must not under any circumstances loan money to service users.</p> <p>Small loans to each other are acceptable (for example, a small loan of a few pounds for lunch) but should be preferably avoided.</p>
<p>Personal Boundaries</p>	<ul style="list-style-type: none"> • Employees must not share personal data and contact information with service users. Befriending via social media and personal messaging (or similar) is seriously discouraged. Offering support in specific online groups is

	<p>acceptable but care must be used. This is for everyone's safety.</p> <ul style="list-style-type: none"> • It is advised that service users especially, but also volunteers and trustees only share their personal data and contact information with others, including personal messaging / chatting on social media under careful consideration. This is for everyone's safety. • It is advised that service users, volunteers, trustees and employees take great care and consideration when meeting outside of formal Battle Scars activities and events. • Volunteers and staff need to be aware that friendships amongst service users under the age of 18 may form. Such friendships are out of Battle Scars' control even though service users are advised to use caution and make sure that mutual consent is present. Support is available to the service users if required. If a safeguarding issue is suspected then Battle Scars will follow the relevant policies and procedures.
Policy review	
Responsibility	It is the responsibility of the CEO to review this policy unless the task has been delegated to an appropriate volunteer or employee before the policy review date.
Procedure	All volunteers and employees can have input in this policy's review via their supervision.
Timing	The review must be completed within a month of the review date.

Appendix A on next page

Battle Scars Work Related Violence & Abuse Reporting Form	
<p>This form should be used to report all instances of violence and abuse, whether physical or verbal, that are directed to anyone working on our behalf. This includes abuse and threats made over the telephone. Reports must be made as soon as possible after the incident. The victim must be given time away from their duties for this report form to be completed. It should be given to the line manager who is responsible for ensuring it is processed and action taken in accordance with the agreed policy on reporting and preventing work-related violence.</p>	
Victim's Name:	Victim's Address:
Victim's Contact Telephone Number:	Victim's Email Address:
Date of incident:	Time of Incident:
Precise address and location of incident:	
Name(s) of the person(s) being violent or abusive (if known):	
Description of the person(s) being violent or abusive:	
Is CCTV footage available? YES/NO	If telephone abuse or threat, is a recording available? YES/NO
Nature of Incident:	
Stalking	Armed Assault - Use of weapon such as gun, knife, etc.
Destruction of Property	Verbal Abuse
Physical Assault: Hitting, fighting, pushing, spitting or shoving	Sexual Harassment
Armed Assault - Use of object as weapon	Other (specify)
Verbal Abuse? YES/NO Pease give details:	
Physical Violence? YES/NO Pease give details, including any weapons used:	
Please describe any injuries suffered – give as much detail as you can:	

Location of injuries – please tick all relevant:			
Head		Stomach	
Face		Back	
Neck		Groin	
Shoulders		Thigh	
Arms		Shin	
Hands		Calf	
Chest		Feet	
Buttocks		Other (please specify)	
Describe Incident in Detail <i>Include what happened, where, who was involved, what you heard, saw, etc. Give as much detail as you can</i>			
Contact details of any witnesses:			
Name:		Contact Details:	
Name:		Contact Details:	
Name:		Contact Details:	
Was first-aid required?	Was an ambulance called for?	Were the Police called for?	
YES/NO	YES/NO	YES/NO	

Follow-up: For Internal Use Only
Name and contact details of person investigating incident: (Report must be attached on completion)
Date investigation commenced:
Has the relevant safety representative been notified? YES/NO
Name of safety representative and date of referral:
Has a referral to an Employee Assistance Programme been made? YES/NO
Name of responsible person and date of referral:
Has external support been requested (e.g. victim support)? YES/NO
Name of responsible person and date of referral:
Have the outcomes of follow-up action been communicated to the victim? YES/NO
Name of responsible person and date of communication: