

Scotswood Natural Community Garden Safeguarding Adults Policy

Approved by: Board of Trustees
 Reviewed : 16th March 2020
 Amended: 5th June 2024
 Next Review Date: June 2025

| | |
|--|---|
| The Adult Safeguarding Officer for Scotswood Natural Community Garden is Sean Clay (Garden & Community Manager) | sean@sncg.org.uk 0191 2750000 07926 0494058 |
| The Adult Safeguarding Manager is Karen Dobson (CEO) | karen@sncg.org.uk 0191 275 0000 07854 497680 |
| The Adult Safeguarding lead trustee is Sharon Hall | sharon@sncg.org.uk 07811 089599 |

1. Scope of Policy

Scotswood Natural Community Garden’s (SNCG) Safeguarding Adults Policy applies to all staff, including senior managers and the board of Trustees, paid staff, volunteers and sessional workers, agency staff, students or anyone working on behalf of, and in partnership with, Scotswood Garden.

2. Purpose of the policy

The policy and procedures have been drawn up in order to enable SNCG to:

- Promote good practice and work in a way that can prevent harm and abuse occurring;
- Ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported; and
- Stop abuse occurring.

The policy and procedures relate to the safeguarding of adults at risk. Adults at risk are defined as individuals aged over 18 who:

Has needs for care and support (whether or not the local authority is meeting any of those needs) and; is experiencing, or is at risk of, abuse or neglect; and as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect. (Care Act, 2014)

3. Policy Statement

SNCG is fully committed to safeguarding the welfare of adults at risk with whom we work and come into contact with, by responding appropriately to any allegations, reports or suspicions of abuse and taking all reasonable steps to protect them.

4. Recruitment

To minimise the risk of harm or distress to adults at risk, SNCG requires the following:

| Requirement | Who |
|--|--|
| 2 references, at least one of which must be verified. Ideally references should be from someone who has known the individual for at least 2 years (as outlined in the recruitment policy). | All staff All volunteers (wherever possible -see also volunteer policy) |
| Enhanced check with barred list check | N/A we do not carry out regulated activity. |
| Enhanced DBS check | Managers/trustees -that manage staff that work with children or adults at risk. Staff working with children or adults at risk in a supervisory role. Volunteers working with children or volunteering in a supervisory role with vulnerable adults. |
| Basic DBS check | All other staff All other volunteers (wherever possible -see also volunteer policy) |

We have a code of acceptable behaviour for staff (in staff handbook) and for volunteers (in volunteer policy).

5. Induction Processes

All new staff and trustees will go through an induction process. Which must include:

- Reading and understanding the Safeguarding Adults and Child Protection policies and procedures.
- Knowing who to speak to regarding any adult or child safeguarding concerns.
- Attending the appropriate level of adult safeguarding and child protection training within 1 month of joining the organisation. (see section 6).
- All contracted/sessional staff and specified trustees and specified volunteers should complete adults at risk and child protection training as part of their induction as outlined in the table below– even if they say they have done this before. It's important to make sure everyone has up-to-date knowledge and skills and understands how safeguarding adults and child protection works in our organisation.

Induction checklists are saved on the staff shared drive, 'human resource management' folder.

6. Staff Training

External training is provided by Newcastle Safeguarding Children Partnership and Newcastle Safeguarding Adults Board here:

[Training - Newcastle Safeguarding](#)

Notes on how to register for this training are available here:

[Instructions for access safeguarding e-courses](#)

| What | Who | Frequency |
|---|---|-----------|
| Child Protection, Core Training Level 1 | <ul style="list-style-type: none">• All staff to complete.• Lead Child Protection Trustee.• Volunteers regularly working in a supervisory role with children and young people | 3 years |
| Child Protection, Core Training Level 2 | <ul style="list-style-type: none">• All Managers that have responsibility for staff and volunteers supervising children and young people.• Lead Child Protection | 3 years |

| | Trustee. | |
|--|--|---------|
| Safeguarding Adults, Core Training Level 1 | <ul style="list-style-type: none">• All staff to complete.• Lead Child Protection Trustee.• Volunteers regularly working in a supervisory role with adults | 3 years |
| Safeguarding Adults, Core Training Level 2 | <ul style="list-style-type: none">• All Managers that have responsibility for other adults.• Lead Child Protection Trustee. | 3 years |

This site also allows access to further training related to safeguarding that can be accessed for free, staff may be required to complete by their managers, or may choose to carry out further optional training as agreed by their manager, if appropriate.

Staff and volunteers also receive regular and ongoing supervision and training relevant to their role. This ensures everyone has the chance to reflect on and improve their adult safeguarding practice and keeps safeguarding at the front of their minds.

Staff are notified of any changes to adult safeguarding procedures.

7. Procedures

- 7.1. Staff working directly with adults at risk (see appendix 1 for a definition of adults at risk) must be aware of the different types of abuse of adults at risk (as detailed in appendix 2 of this policy).
- 7.2. If they suspect abuse of any adults at risk they work with they must
 - 7.2.1. notify the adult safeguarding officer immediately. In the absence of the adult safeguarding officer or if concerns relate to the adult safeguarding officer, they should be reported directly to the adult safeguarding manager or in the absence of the manager the lead trustee. Should these named people be unavailable then staff should contact Community Health and Social Care Direct directly (see contact numbers in appendix 3).
 - 7.2.2. AN INTERNAL INCIDENT REPORT FORM MUST BE COMPLETED (see appendix 4 also saved in the policy folder).

- 7.2.3. The adult safeguarding officer or manager will then assess the risk and decide upon the next course of action. Where deemed necessary they will notify the relevant local authority team (usually Adult Services) and complete the, 'Safeguarding Adults Initial Enquiry Form,' for Adult Services details of which are in appendix 3 of this policy document.
- 7.3. Adults have the right to privacy and confidentiality throughout the safeguarding adults process, except where there is a requirement to override this e.g. where it is needed to share the person's information to safeguard others who may be at risk or if the adult is considered to be in significant or immediate danger. The need for an adult to be identified should be considered at each stage to ensure it is not shared unless it is absolutely necessary to do so.
 - 7.3.1. This phone call will be documented and dated on the relevant form.
 - 7.3.2. All incidents giving rise to concern must be documented and dated on the relevant form. (appendix 4)
 - 7.3.3. If an individual is considered to be at immediate risk of harm, e.g. from an assault contact the police

In an emergency contact 999.

Incident reports to be stored electronically in the confidential adults at risk folder.

This Adults at Risk Policy (formerly vulnerable adults) was adopted by the Board of Trustees of Scotswood Natural Community Garden at their meeting on 23rd June 2015.

Signed by

**Chris Francis
Chair of Trustees**

| Date Reviewed | Amendments | Signature |
|----------------------|--|-------------------------|
| 23/10/2018 | - | <i>S.Cole</i> |
| 11/3/2020 | - | <i>C.Francis</i> |
| 10/3/20 | (Covid-19 crisis) civ statement added and 3 appendices with procedures for WhatsApp groups, zoom meetings and drop offs to people's homes. | <i>C.Francis</i> |
| 22/9/2021 | None | <i>C.Francis</i> |
| 15/6/22 | Section 4,5,6 updated to include the recruitment procedures and level of training requirements. | <i>C.Francis</i> |
| 14/6/23 | None | <i>C.Francis</i> |
| 12/3/24 | Update to Lead Trustee and contact details prior to next full review in June | <i>K Dobson</i> |
| 5/6/24 | Appendix 2 definitions added for emotional abuse, forced marriage, honour based violence violence and female genital mutilation | <i>Helen McStravick</i> |
| 25/9/2024 | No Changes | <i>Helen McStravick</i> |
| | | |
| | | |
| | | |
| | | |
| | | |

Appendices & Sample Forms

Appendix 1: Definition of an adult at risk

Who is an adult at risk?

An adult at risk is someone aged 18 years or over, who:

- Has needs for care and support (whether or not the local authority is meeting any of those needs) and;
- Is experiencing, or at risk of, abuse or neglect; and
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.
- Cannot always protect themselves from harm

These adults may previously have been defined as a “vulnerable adult”

This definition includes those at greater risk to a range of abuses because of physical, mental, sensory, learning or cognitive disabilities or illnesses, substance misuse or brain injury.

It includes those adults who purchase their own care through personal budgets, those who fund their own care; and those whose care is funded by local authorities and/or health services.

Being disabled or ill does not necessarily mean that a person is unable to take care of themselves or protect themselves from abuse or exploitation. However, research tells us that generally the more dependent a person is on the help of others with the tasks of day to day living (e.g. personal and health care, eating and drinking, mobility, finances) the more vulnerable he or she is likely to be. This is especially so where there is also a degree of mental incapacity or mental disorder that affects the person’s ability to make informed decisions and exercise choice.

Appendix 2; Adults at Risk Policy

What is abuse?

Abuse and neglect can take many forms. Staff should not be constrained in their view of what constitutes abuse or neglect, and the circumstances of an individual case should always be considered.

Abuse is when someone does or says something that upsets or frightens a person. There are different ways people can abuse:

Physical abuse - hurting someone. Including assault, hitting, slapping, pushing, burning, misuse of medication, restraint or inappropriate physical sanctions.

- **Sexual abuse** - Including rape, indecent exposure, sexual assault, sexual acts, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts to which the adult has not consented or was pressured into consenting. It also includes sexual exploitation which is exploitative situations, contexts and relationships where the person receives “something” (e.g. food, accommodation, drugs, alcohol, mobile phones, cigarettes, gifts, money) or perceived friendship/relationship as a result of them performing, and/or another or others performing sexual acts.
- **Psychological abuse** - saying things to upset a person. Including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber-bullying, isolation or unreasonable and unjustified withdrawal of services or support networks.
- **Emotional and psychological abuse** -this includes activity which makes people feel worthless, unloved, or not good enough, ignoring their privacy and dignity and teasing, shouting or threatening.
- **Financial or material abuse** - Including theft, fraud, internet scamming, exploitation, coercion in relation to an adult’s financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
 - Indicators of financial or material abuse include:
 - Change in living conditions
 - Lack of heating, clothing or food
 - Inability to pay bills/unexplained shortage of money
 - Unexplained withdrawals from an account
 - Unexplained loss/misplacement of financial documents

- The recent addition of authorised signers on a client or donor's signature card
 - Sudden or unexpected changes in a will or other financial documents
-
- **Neglect and acts of omission** - Including ignoring medical, emotional or physical care needs, failure to access appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
 - **Discriminatory abuse** - Including forms of harassment, bullying, slurs, isolation, neglect, denial of access to services or similar treatment; because of race, gender and gender identity, transgender, age, , disability, religion or because of someones sexual orientation. This includes racism, sexism, ageism, transphobia, homophobia or any other form of hate incident or crime.
 - **Institutional/organisational abuse** -Including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice due to the structure, policies, processes and practices within an organisation.
 - **Domestic abuse or violence** -Including an incident or a pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse, by someone who is, or has been, an intimate partner or family member regardless of gender or sexual orientation. This includes psychological/emotional, physical, sexual, financial abuse; so called 'honour' based violence, forced marriage or Female Genital Mutilation (FGM).
 - **Modern slavery** - This includes slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment. [Modern slavery: how to identify and support victims - GOV.UK](#)
 - **Self-neglect** -Includes a person neglecting to care for their personal hygiene, health or surroundings; or an inability to provide essential food, clothing, shelter or medical care necessary to maintain their physical and mental health, emotional wellbeing and general safety. It includes behaviour such as hoarding.
 - **Forced Marriage** -A marriage without the full consent of both people and where pressure, threats or abuse is used. This is very different to an arranged marriage, which both people have agreed to. If we have

concerns that someone we support is in danger of a forced marriage we should contact the Forced Marriage Unit.

- **Honour based violence** -violence committed by the extended family, which is motivated by a perceived need to restore standing within the community, which is presumed to have been lost through the behaviour of the victim.
- **Female genital mutilation** -the partial or total removal of external female genitalia for non medical reasons. It is also known as female circumcision or cutting. Incidences of FGM must be reported to the police. [Mandatory reporting of female genital mutilation: procedural information - GOV.UK](#)

Incidents of abuse may be one-off or multiple and affect one person or more. Professionals and others should look beyond single incidents or individuals to identify patterns of harm. Repeated instances of poor care may be an indication of more serious problems and of what we now describe as organisational abuse. In order to see these patterns, it is important that information is recorded and appropriately shared.

Patterns of abuse vary and include:

- Serial abuse, in which the perpetrator seeks out and 'grooms' individuals. Sexual abuse sometimes falls into this pattern as do some forms of financial abuse
- Long-term abuse, in the context of an ongoing family relationship such as domestic violence between spouses or generations or persistent psychological abuse
- Opportunistic abuse, such as theft occurring because money or jewellery has been left lying around

Note: This is not an exhaustive list, nor do these examples prove that there is actual abuse occurring. However, they do indicate that a closer look and possible investigation may be needed.

Where can abuse happen?

Abuse can happen anywhere at any time. It could be:

- At home
- At a day centre, residential home or places of work or education
- At the homes of family or friend's
- In a hospital
- Somewhere a person spends their free time
- In the street or public place

Who could abuse?

Anyone can abuse. It could be:

- Someone in the family
- Neighbours and local residents
- Friends and acquaintances
- Paid staff or professionals
- Another vulnerable adult
- A stranger
- Volunteers
- It could be more than one person

Abuse often occurs where the person who is abusing is in a more powerful position than the person who is being abused. In some instances, the abuser themselves may be at risk of, or vulnerable to, abuse.

Appendix 3; Adults at Risk Policy

All instances of abuse should be reported to the relevant Newcastle City Council team -usually Community Health & Social Care Direct - using the online referral form:

Online Referral - [Newcastle \(mycarenewcastle.org.uk\)](http://mycarenewcastle.org.uk)

Or if unable to submit online or it's an emergency by phone:

Phone:

Community Health and Social Care Direct Team: 0191 278 8377
(Mon-Fri, 8am-5pm)

You can also call this number for advice or email scd@newcastle.gov.uk

Number for people who are deaf or hard of hearing: 0796 8474891

In an emergency always call 999

- **Emergency Duty Team**): Call 0191 2787878 and ask for the adult services emergency duty team. (5pm-8.30am weekdays, open 24hrs at weekends).

Other useful contacts:

Care Quality Commission (CQC) - 03000 616 161

Equality and Human Rights Advisory Service - 0808 800 0082 [Contact Us - Equality Advisory and Support Service \(equalityadvisoryservice.com\)](http://equalityadvisoryservice.com)

Action on Elder Abuse Helpline - 080 8808 8141 (24 hours)

Newcastle Carers Centre - 0191 275 5060 [Talk to us - Newcastle Carers](http://talkto.us-newcastle-carers)

Northumbria Police - 101

Respond Helpline - 0800 220 300 or email hello@respond.co.uk (for people with a learning disability)

Foreign and Commonwealth Office Forced Marriage Unit. 0207 008 0151
fmufcdo.gov.uk

Drug and Alcohol List of Services: [Drugs and Alcohol | Newcastle City Council and other local services](http://drugsandalcohol.newcastle.gov.uk)

For residents of other boroughs there will be contact details on the appropriate website.

Additional Info: NSPCC guidance on support for adults who were abused as children (Non recent abuse). This useful document provides advice and explanation regarding how adults, who were abused as children, can report the 'non-recent' abuse they experienced. It also provides details of

Policy 47

a range of support services for anybody who has experienced 'non-recent' abuse, regardless of whether or not they decide to report it.

<https://www.nspcc.org.uk/preventing-abuse/signs-symptoms-effects/non-recent-abuse/>

Appendix 4: Adults at Risk Policy, Internal Incident Report Form

SECTION A

**Scotswood Natural Community Garden
Adults at Risk Policy, Internal Incident Report Form**

Name of staff
member/volunteer.....

Name of vulnerable
adult.....

Address.....
.....
.....

Description of Incident/Disclosure

Names and contact details of witnesses, informants

SECTION B

Adult Services Contacted y/n

Telephone report form; safeguarding adults at risk

Name of person making telephone call.....

Name of person receiving telephone call.....

Date and time.....

Name of Vulnerable
adult.....

Brief details of conversation

Any agreed actions

Appendix 5: WhatsApp group procedure

Procedure - WhatsApp Groups for Adults and Parents

Date approved by CEO: 30th April 2020

Written by: Nicky Sargeant & Leanne Defty

Staff will follow this procedure when establishing and administering WhatsApp groups to keep service users and themselves safe.

Keeping Service Users Safe:

- Groups will be established for specific user groups based on the services they access at Scotswood Garden.
- A risk assessment will be undertaken by staff as to who is appropriate to include in a group based upon their individual vulnerabilities and/or their ability to understand the social standards expected and their ability to operate within those.
- Only adults will be invited to join WhatsApp groups. Only individuals who have expressed the desire to take part will be invited to join a group. All service users have the right to opt out of a group at any time.
- Before any service user is invited to join a group staff will explain: how the app works, the social behaviour and norms expected, and that their name and mobile number will be visible to other members of the group, how to raise a complaint about another user in the group, how disagreements will be addressed and the consequences of unacceptable behaviour in the group chat.
- Bullying behaviours or offensive language or discriminatory remarks will not be tolerated and a disciplinary action will be initiated. This may lead to individuals being removed from the group.
- Explain that staff will be monitoring the chats but that they will not be supervised at all times.
- Photos of service users will not be shared by staff unless permission has been given by that person.

Keeping staff safe:

- Staff will participate in WhatsApp groups via the smartphones provided by Scotswood Garden and will not share their personal mobile number. (With the exception of Jyl who does not have access to a Garden smartphone but has chosen to use her personal number only for the purpose of administering the Early Explorers family group. She is monitored by Nicky Sargeant who is also a member of this group).
- At least two staff members will be included in each group to maintain transparency and share the responsibility of monitoring posts and responding to service users.
- Staff will have access to a line manager or colleague for support and to discuss and make decisions on complaints or disciplinary actions.

Other considerations:

- This procedure is accompanied by a Risk Assessment.

- This method of operating will exclude some service users who do not have access to a smart phone or who struggle with the literacy required to participate. Some service users will opt not to be involved in these groups and will continue to need alternative forms of contact.
- Some service users will need support to download, setup and start using the app.

Complaints and disciplinary:

- The behaviour that is expected of all members of the group will have been explained within the ground rules of the group and in the text or phone call that invites someone to join the group. Expected behaviour falls in line with what is outlined in our volunteer policy and above (Keeping service users safe) but also extends to only using the group for the intended purpose.
- Disciplinary action will be taken when staff feel that behaviour is unacceptable due to it being bullying, threatening, discriminatory, offensive, disrespectful, aggressive, teasing or exploitative. Action will also be taken where a service user has made a complaint or voiced a concern to a member of staff about another service user.
- Due to the nature of WhatsApp, the service user should be removed from the group as soon as the unacceptable behaviour is noticed by staff so that it is not allowed to continue while staff are not working. The service user should be immediately informed of why they have been removed from the group and given an opportunity to apologise and change their behaviour so that they can rejoin the group if staff feel it is appropriate for them to do so.
- Individual members of staff do not need to discuss with one another whether or not to take action unless; support as to how to do this is needed. However, if the issue was serious e.g. safeguarding, threat to life, exploitation of personal information, then this should be treated with urgency and the CEO (or another colleague if CEO not available) made aware of the actions to be taken.
- Depending on the severity of the behaviour, the action could be removal from the group permanently or for a fixed period of time. If it is very severe, it could impact on the service user's ability to attend projects at the garden in the future.
- A complaint can be made if a member of the group feels unhappy about the service or that a staff member has treated them unfairly. Complaints should be made as per the Complaints Policy.

Appendix 6: Procedure for Zoom meetings

Procedure - Zoom meetings for volunteers

Date approved: 20th May 2020

Written by: Leanne Defty

Staff will follow this procedure when scheduling and hosting Zoom meetings to keep volunteers and themselves safe.

Keeping Volunteers Safe:

Only Scotswood Garden staff will host meetings and will use the following security settings to schedule meetings every time:

- Waiting room technology will always be in use (currently this is the default setting on Zoom) and no volunteers will be admitted to the meeting until 2 staff members are present.
- Volunteers will not be able to join the meeting before the host.
- A meeting ID and password will be required before they are able to join unless they are joining with the 'one-click' link, which has the ID and password encrypted into it.
- A new meeting will be scheduled every week, therefore there will also be a new meeting ID and password weekly too.
- The meeting should be locked after everyone expected at the meeting has joined.
- The 'breakout room' feature and private chat feature will be disabled. Volunteers will be able to use the group chat which will be monitored by staff.
- Screen sharing by everyone other than the meeting host will be disabled. If volunteers wish to share content in the meeting, they must submit it to the meeting host in advance to be reviewed and for the host to share.
- The recording feature, file transfer feature and virtual background feature will be disabled.
- Volunteers start the meeting with video on so that we can see who is joining. They can choose to change this during the meeting.
- The 'join from your browser' message is enabled so that volunteers who aren't able to download and run the app can still join in.

In addition:

- A risk assessment will be undertaken by staff as to who is appropriate to include in a Zoom meeting based upon their individual vulnerabilities and/or their ability to understand the social standards expected and their ability to operate within those.
- Only members of the adult volunteer team and staff members will be invited to join the meetings. Volunteers then have no obligation to attend the meeting and if they do join and then decide its not for them, are able to leave the meeting at any time. It will be explained how to do this before inviting them to a meeting.
- The meeting host is able to remove volunteers from a meeting, mute all or an individual's microphone and turn off all or an individual's video.

Policy 47

- Before any volunteer is invited to join a meeting staff will explain: how the app works, the social behaviour and norms expected, what we're doing to keep meetings safe and secure, how to raise a complaint about another user in the group, how disagreements will be addressed and the consequences of unacceptable behaviour.
- Bullying behaviours or offensive language or discriminatory remarks will not be tolerated and a disciplinary action will be initiated. This may lead to individuals being removed from the meeting and not allowed to subsequent meetings.
- Photos of service users will not be shared by staff unless permission has been given by that person.
- Volunteers will agree to some ground rules (outlined at the end of this document) for meetings before being invited to a meeting.

Keeping staff safe:

- Staff will participate in Zoom meetings in an appropriate part of their home and using a device that has been approved for using for work purposes.
- At least two staff members will be included in each meeting to maintain transparency and share the responsibility of monitoring conversations and responding to service users.
- Staff will have access to a line manager or colleague for support and to discuss and make decisions on complaints or disciplinary actions.

Other considerations:

- This procedure is accompanied by a Risk Assessment.
- This method of operating will exclude some volunteers who do not have access to a smart phone or other device capable of running Zoom. Some volunteers will opt not to be involved in these groups and will continue to need alternative forms of contact.
- Some volunteers will need support to download, setup and start using Zoom and how this can safely be done needs to be considered.

Complaints and disciplinary:

- The behaviour that is expected of all members of the meeting will have been explained within the ground rules and in the text/phone call/email that invites someone to join the meeting. Expected behaviour falls in line with what is outlined in our volunteer policy and above (Keeping volunteers safe) but also extends to only using the group for the intended purpose.
- Disciplinary action will be taken when staff feel that behaviour is unacceptable due to it being bullying, threatening, discriminatory, offensive, disrespectful, aggressive, teasing or exploitative. Action will also be taken where a volunteer has made a complaint or voiced a concern to a member of staff about another service user.
- The volunteer should be removed from the meeting as soon as the unacceptable behaviour is noticed by staff. The volunteer should be immediately informed of why they have been removed from the group and given an opportunity to apologise and change their behaviour so that they can rejoin the meeting if staff feel it is appropriate for them to do so.
- Individual members of staff do not need to discuss with one another whether or not to take action unless support as to how to do this was needed. However, if the issue was serious e.g. safeguarding, threat to life, exploitation

of personal information, then this should be treated with urgency and the CEO (or another colleague if CEO not available) made aware of the actions to be taken.

- Depending on the severity of the behaviour, action could be permanent removal from all meetings or for a fixed period of time. If it is very severe, it could impact on the volunteer's ability to attend projects at the garden in the future.
- A complaint can be made if a volunteer feels unhappy about the service or that a staff member has treated them unfairly. Complaints should be made as per the Complaints Policy.

Ground rules and things you need to know

The purpose of these meetings is to connect with other volunteers and staff of Scotswood Garden. It is a positive place where we can provide each other with support and share our lockdown experiences over a cuppa. There will be opportunities to share ideas, activities and relevant information with one another and discuss our aspirations for the garden when life gets back to normal.

Please make sure that the name you type in to the box when Zoom asks who you are is your name so that staff know who it is they are admitting to the meeting. This is important to keep us all safe.

Give others time to speak - chatting virtually is very different to chatting in person and it is harder to pick up clues from others that they want to speak. Give each other a bit more time and be patient.

Make sure your background is appropriate and is of something that you don't mind other volunteers seeing.

In the meetings, we will not tolerate any bullying, threatening, discriminatory, offensive, disrespectful, aggressive, teasing or exploitative behaviour. Unacceptable behaviour will result in you being removed from the meeting. If your behaviour has serious consequences, you will not be allowed to rejoin subsequent meetings.

You can leave the meeting at any time by pressing on 'leave meeting'. You can also turn off your audio and video if you wish.

Remember not to share anything personal in these meetings that you don't want other volunteers to know about. If you wish to discuss something privately, please contact Leanne or Claire outside of the meetings.