



**CLOCK
TOWER
SANCTUARY**



Volunteer Welcome Pack

Vision

We want Brighton and Hove to be a city where young people's experience of homelessness is rare, brief and non-recurring.

Mission

Our mission is to provide a safe space and a voice for young people who are homeless in Brighton and Hove. We will work with them to access support, transform their lives and reach their potential.

Values

We look for the best in everyone.
We challenge inequality and prejudice
We collaborate.

Welcome to Clock Tower Sanctuary!



Hi, I'm delighted to welcome you to the Clock Tower Sanctuary team.

I've had the pleasure of leading CTS since 2017 and in that time, I've found that every single volunteer brings an amazing level of passion and dedication. That's what makes CTS so special and means we are able to be here for young people experiencing homelessness.

You're joining a community of amazing people who have loads of experience to share with you. They're a really friendly bunch too, so I'm sure they'll give you a great welcome. This handbook will help you get off to the best start on your volunteering journey and act as a handy guide during your time at with us.

Thank you for volunteering with us – I look forward to meeting you in person.

Frances Duncan, CEO



Welcome to Clock Tower Sanctuary!

Volunteers are vital to our operation, and we couldn't operate without you. The team you have joined is made up of people from a diverse range of backgrounds, but they are united in their empathy for, and commitment to supporting, the amazing young people we work with.

I joined the Board of Trustees in 2017 and took over as Chair in 2018. My remit was to continue to build on the success of my predecessor and to ensure Clock Tower Sanctuary remains in operation for as long as there are homeless young people who need us. The challenges of covid showed us how resilient, agile and capable we are as an organisation, at a time when there is a greater need than ever before for the service we provide. Thank you for being a part of this organisation. I hope you will enjoy volunteering at CTS as much as I have, and I hope to meet you in the centre one day soon.

Rob Kidd, Chair of the Board of Trustees

What the young people who come to The Clock Tower Sanctuary have to say about our Volunteer Team...

"The Volunteers at the Centre are very supportive and patient in so many ways. When I came to the Centre, they really knew how to communicate with me. They have been so helpful and also provided me with routine and food. I really appreciate them. Without them my life would be a lot worse both physically and mentally. I want to thank them".

"Paul really gets me and understands what I'm going through. I feel we have a connection "

"The Volunteers at the Sanky are inspiring and beautiful people, they have helped me so much and it is appreciated. They are friendly outgoing people".

"Really helpful volunteers. They have helped so much from when I was living in a tent. Most generous service and the best food".

"Really friendly and welcoming. They have helped me gain control of my life and finances, get my own place. The food is made fresh and is very tasty".

Meet our current Volunteers!



Tell us a bit about you and why you volunteer at The Clock Tower Sanctuary.

I started volunteering for purely selfish reasons – I'd recently moved to Brighton, wanted to feel more part of the community, and I was bored working from home all the time! But I'm really glad I started. It's the sort of thing I probably would have talked myself out of previously – thinking there would be other people who were better suited to volunteer. But it's just about being open, and willing to get involved with whatever's happening.

What are your favorite things about volunteering?

I really enjoy the days I come in, working in a team with staff and volunteers, getting to chat to the young people and listen to what's going on with them. I've recently been working with another volunteer on running the LGBTQ group too, and I think having that safe space for young people will be really helpful. I think the best thing is just human connection, and realising that little things really can make a difference to people. There's always something that makes me laugh too.

What is your experience of the young people who use the Centre?

I've learnt so much from the young people who use the centre already. They're all unique with different paths and challenges, but I can see that CTS is a place where they can come and feel safe – let their guard down for a bit.

Would you recommend volunteering here to others

Absolutely – I've had great training, met lovely people, really enjoyed working with the young people, learnt loads and I'm looking forward to volunteering here for a long while to come.



Tell us a bit about you and why you volunteer at The Clock Tower Sanctuary.

I remember the original CTS from when I was homeless, in 2003. It was much more basic then now but still really helped me when I was in the conditions I was under. I really wanted to give something back.

What are your favorite things about volunteering

Putting a smile on someone's face when they've had a bad weekend. Handing over knowledge that I have from my time on the streets and my recovery for alcohol and class A drugs. I enjoy running men's group.

What is your experience of the young people who use the Centre

Challenging at times a but I get overall peace of mind that they get keyworker support or signposted to the right place.

Would you recommend volunteering here to others

Yes. If your the right person.



Tell us a bit about you and why you volunteer at The Clock Tower Sanctuary.

I moved to Brighton from Reading in 2017 with the idea of semi-retiring and doing some volunteering to give something back. I've always been aware of homelessness and wanted to help in some way so I applied to The Clocktower Sanctuary and started volunteering in 2018.

What are your favorite things about volunteering?

I volunteer two days a week, one day cooking, and the other day I try and help clients with applying for jobs, education etc - or just have a chat with them. The staff are absolutely amazing and supportive, lovely to work with. Together with the other volunteers too, we are such a diverse group of people. Even though there can be some challenging days, I love volunteering here.

What is your experience of the young people who use the Centre?

There is a family atmosphere at the centre where the young people really seem to feel comfortable and safe, without judgement. It's the only place some of our clients will be able to get support, so it's an absolutely essential place for them. Lots of them come in for a hot meal every day and we all sit around a big table to eat and talk; cooking for them is a very important part of the service.

Would you recommend volunteering here to others?

I would recommend volunteering at The Clocktower Sanctuary without hesitation, I have gained so much from it and hopefully helped some people too.



Tell us a bit about you and why you volunteer at The Clock Tower Sanctuary.

I am 23 and I came to Brighton for University, doing an undergraduate in psychology. I started volunteering here through a recommendation from a friend. I liked it so much that I am now doing a Masters in Youth and Community Work.

What are your favorite things about volunteering?

The people and the community feel. I like the young people, the staff and the volunteers. I like to come in and build relationships with people and support them. I feel like I am part of something important. Everyone is really friendly too.

What is your experience of the young people who use the Centre?

They are all friendly and unique. Everyone is so different. It's interesting to be around people from so many walks of life.

Would you recommend volunteering here to others?

I would definitely recommend it if they are open minded and empathetic.

Volunteer Role Description

Job title:

Volunteer Support Worker

Reports to:

Volunteer Coordinator

Hours: 10.00am – 3pm

Monday, Tuesday,
Thursday, Friday or
Saturday

Location:

Wenlock House, Brighton,
BN1 1RH

Background

The Clock Tower Sanctuary (CTS) is the only drop-in day centre for young homeless people in Brighton and Hove. We provide practical and emotional support to 16-to-25-year-olds who are experiencing homelessness, so they can move from crisis to stability. We work to prevent young people from becoming part of the long-term homeless population. To achieve this, we provide our clients with a safe space in central Brighton to use during the day along with life skills, confidence-building activities and support them to find housing, work, training and other opportunities. CTS is a place where they can escape some of the pressures of their living situations, and can access showers, food, laundry facilities and one to one case working support. Our volunteers are vital to the delivery of our work and are instrumental to the day to day running of the Centre, providing support, advocacy and a friendly welcome to the young people who use our service.

Key responsibilities

- Attending morning Day Book (starts at 10am).
- Managing the Reception desk.
- Meet and greet of young people new to the Centre.
- Help to cook and serve a healthy meal.
- Setting up and closing of the Centre (including some cleaning and tidying).
- Advocate and assist young people to complete tasks that will assist their independence.
- Informal support and engagement with young people.
- Supporting clients to use showers, washers and dryers, toiletries, kitchen, computers, etc.
- Signing up clients for groups and activities (with options to attend).
- Sorting and tidying clothing and food donations, making up food parcels.
- Supporting young people to adhere to the CTS Behaviour Agreement and respect one another.



Other opportunities

- Assist during activities e.g. days out, music sessions, yoga.
- Complete initial client assessments.
- Accompany clients to appointments.
- Support our Fundraising Team e.g. doing talks to schools and community groups, volunteering at events.



Person Specification

Essential

- Able to commit to a minimum of six months volunteering (with some flexibility).
- Can do at least one full shift, one day per week (Mon to Sat).
- Attend the initial volunteer induction training process.
- Have empathy with the needs of young people who are homeless.
- Effective communication and interpersonal skills.
- Understand and practice commitment to Equality and Diversity.
- Ability to maintain safe personal boundaries and confidentiality.
- Ability to work as a team and support colleagues.
- A good sense of humour, and ability to multitask and flex in a pressurised environment.
- A commitment to safeguarding children and vulnerable adults.

Desirable (training will be provided)

- Experience working with vulnerable people and those with challenging behaviours.
- Basic Microsoft Excel and Word skills.



How we work

We appreciate our volunteers want to get the most out of their time here. We provide both Introductory Training Modules (mandatory) and opportunities for learning and development. We have morning and afternoon check ins and check outs, bi-monthly supervisions along with regular volunteer meetings and socials.

Before you can volunteer in the Centre, we will ask you to undertake the following essential training, unless otherwise agreed with the Volunteer Coordinator.

A half day induction

- Understanding the aims and mission of the CTS.
- Understanding the role of the Day centre Volunteer and its boundaries.
- Health and safety.
- Introduction to Youth Homelessness.

Introduction to Motivational and Challenging Conversations with young people:

- Drugs and self-harm.
- Mental health.
- Trauma.
- The ways we engage and communicate.

Diversity and Inclusion

- What is meant by Diversity and Inclusion?
- How do we ensure we are being an inclusive service?
- What does a diverse community look like?

Professional Boundaries

- What are Professional Boundaries?
- When are our boundaries at risk?

Once you have completed 7 weeks volunteering with us there are many opportunities for training and development as you progress including: Drug & Alcohol Awareness, Signposting, De-escalation, Domestic Abuse, First Aid, Food Hygiene, Life Wise Training and more.

Applicants with a criminal record

The Clock Tower Sanctuary (CTS) is committed to best practice when recruiting people with a criminal record. Our policy, which will be sent with our application pack, explains our policy and process. This role is exempt from the Rehabilitation of Offenders Act 1974 and so requires the disclosure of all convictions and cautions, even if they are spent, unless they are filtered. Applicants will be required to disclose all convictions on application. An application for an enhanced DBS disclosure with an adults and children's barred list check will then be made. Applicants with positive disclosures will be invited to meet with the Volunteer Coordinator and the Services Manager to discuss any concerns and to confirm or withdraw the offer of a volunteer role.

Please visit www.thects.org.uk for more information about our work.

Activities, Groups and Drop Ins

We run a number of Groups and Activities here. Some are run by Volunteers and some by visiting organisations.

A close-up photograph of a person's hands playing an acoustic guitar. The person is wearing a white t-shirt with the name 'Fred' printed on it. The guitar is a light-colored acoustic guitar with a dark fretboard.

**Monday – Music Tuition
with Audio Active**

A photograph of a person with long dark hair, wearing a white tank top, performing a yoga pose on a pink mat. They are in a downward dog position, with their hands flat on the mat and their feet lifted.

**Tuesday – Yoga
with Natalia**

A close-up photograph of a person's hands holding a professional DSLR camera with a large lens. The camera is black and has various buttons and dials visible. The person is wearing a grey long-sleeved shirt.

**Tuesday – Photography
with Articulate**

Activities, Groups and Drop Ins



**Thursday – Men's Group
(with Paul and Ross, Volunteers)**



**Thursday – LGBTQ Group
(with Lenny and Jonny)**



**Thursday – Women's Group
(with Sarah and Roisin)**



**Out of Centre Activities:
crazy golf, cinema, LazerZone
(with Leif and Samii, Volunteers)**



**Friday – Martial Arts with
Aaron from Chu Sau Lei UK**



We asked our staff team to tell us a little bit about themselves! - How they came to be at The Clock Tower Sanctuary and what they like most about working here...



Clare – Services Manager

I have worked with young people in a number of different settings for 24 years. After a 12 year gap I have returned to working with young people experiencing homelessness. I love working at The Clock Tower Sanctuary. I am always amazed and inspired by the resilience and determination of the people who come through our doors.

The best things about working here is my work colleagues and the young people who access the centre.



Claud – Volunteer Coordinator

Having worked in the homeless sector in Brighton for about 16 years I have always been aware of The Clock Tower Sanctuary and the great work it does. Despite having changed significantly over the years the feeling of a safe, homely, non-judgmental space for young people to go has stayed the same.

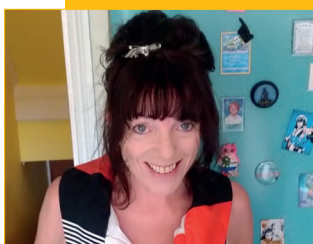
I am so lucky to coordinate the amazing team of volunteers. They are such a great bunch of truly inspiring people.



Alice – Support co-ordinator

I was homeless for a while as a young adult, drifted around until I had my daughter, and as she was growing up our place became a bit of a drop-in for her friends. Once she left to attend university, I wanted to continue helping young people in some way. So I did some research into volunteering opportunities and found The Clock Tower Sanctuary. I applied to volunteer in 2016, started working here in 2017, and now here I am!

The young people we work with – every one of them has something valuable and unique about them.



Kirstie – Support Co-ordinator

I've been a youth worker, worked with young people with emotional behavioural difficulties in care, a teacher of performing arts at MET College, Northbrook and South London and been a touring actress and street performer. I've delivered training in domestic violence and sexual abuse and challenging behaviour. I joined Clock Tower Sanctuary as a volunteer in 2011 and became a member of staff in 2015. I love my role here and always am happy to come to work.

The work is very varied and rewarding. The clients are amazing and inspiring and the volunteers and staff are very supportive of each other.



Angelika – Support Co-ordinator

I received a diploma in journalism and worked in the field for a few years, when I came upon a lovely story about a young girl who raised money for a local homelessness charity. As I looked into the charity – which I'm sure you can guess by now is The Clock Tower Sanctuary – I realised that I wanted to give them some of my time, and applied to be a volunteer. I started as a volunteer in 2016, and never looked back.

I've never learned so much so quickly as I have at The Clock Tower Sanctuary, nor have I ever had a job that I loved and valued to the very core of my being. The thing I love most about working here is waking up every morning and looking forward to getting to work. Every. Single. Day.

Meet the staff team!



Alfie – Duty Coordinator

Growing up in Brighton, I became increasingly aware of homelessness in the city. While studying in Bristol, I started learning more about the experiences of people experiencing homelessness. When I moved back, I wanted to start volunteering and my friend recommended The Clock Tower Sanctuary. I became a volunteer in 2019, started working a year-and-a-half later.

I love that clients, volunteers and staff all work together to make The Clock Tower Sanctuary a space everyone can feel safe and valued in



Lorna – Fundraising and Communications Officer

I was delighted to move over to such a great local charity after a long time fundraising for a big national conservation charity. Before that I was an English language teacher, the perfect way to get to live in Indonesian for a few years!

We have an amazing team with so much dedication to changing young lives. I love the fast pace and varied work that comes with working for a small charity. Being in fundraising means you get to see the very best of generosity and empathy coming from our supporters. There's no greater job satisfaction than knowing the money we raise will help a vulnerable young person get their life back on track.



Clair – Data and Operations Manager

I started working at the Clock Tower Sanctuary in 2016 as a contractor, helping with finance and management reporting.

I initially started as a 2 week contract covering holidays and never left -gaining employment in 2017.

I like that we are all working towards something positive and it isn't all business!



Helen – Data and Operations Officer

I began volunteering here a few years back. I've always wanted to help in the homeless community and this was perfect. Through volunteering I then became a part time member of staff.

I love working at The Clock Tower Sanctuary as we see first hand what a difference we can make to young's peoples lives and support them with their goals and aspirations. It's almost a family in itself.



Molly Pickle - Therapy Dog

I am a trained therapy dog and I come in on Fridays with my owner Kirstie to hang out with the young people who use the Centre. I am here to make them smile and feel a bit calmer inside.

I get loads of cuddles and the food is the best. Particularly the sausages. WOOF.

Policies and Procedures

Volunteer Policy

What is volunteering?

The National Centre for Voluntary Organisations defines volunteering "as any activity that involves spending time, unpaid, doing something that aims to benefit the environment or someone (individuals or groups) other than, or in addition to, close relatives. Central to this definition is the fact that volunteering must be a choice freely made by each individual.

This can include formal activity undertaken through public, private and voluntary organisations as well as informal community participation and social action. Everyone has the right to volunteer and volunteering can have significant benefits for individuals".

Why do we involve volunteers in our work?

Volunteers support the organisation to fulfil the mission and values of The Clock Tower Sanctuary. This is 'to work with young people who are homeless or insecurely housed to enable them to move from crisis to independence'.

Volunteers have always been integral to the work of The Clock Tower Sanctuary (CTS). They are central to our service delivery and always have been since we were founded in 1997. We could not run in our current capacity without our team of volunteers.

We view volunteering with us as a partnership. Whilst volunteers enrich the service, we provide for our clients we also aim to enrich the experience of the volunteer, understanding the differing motivations that bring people to the CTS to volunteer. For example: to bring a skill, gain experience for work, understand and help the community we support or to meet like-minded people.

Recruitment

We welcome applications from all ages and backgrounds and will manage any reasonable adjustments we can to keep then post as accessible to all. We are unable to accept applications for those who are under 18 due to the nature of our work.

We usually advertise via the CTS website and social media channels, on the Community Works Volunteer Search and local University Volunteer Volunteering pages. We will diversify our advertising to encourage greater representation from underrepresented groups (such as the BAME and LGBT Communities).

Recruitment for the Volunteer Support Worker role is by an initial application form. If the application reaches the next stage, then an informal interview with the Volunteer Co-ordinator and client representative takes place at the Centre.

The Volunteer Co-ordinator will call the applicant the following day, to confirm the outcome and agree next steps. If someone is unsuccessful, the Volunteer Coordinator will provide advice and support in response. On offer and acceptance of the role, two referees will be emailed by the Volunteer Co-ordinator. An enhanced DBS check is then undertaken.

A volunteer can only begin volunteering when:

- References are returned and satisfactory
- A DBS check has come back, and no concerns are raised*
- Mandatory training has been undertaken.

* A criminal record does not prevent someone from volunteering at the CTS. Please see our policy document related to Rehabilitation of Offenders.

Induction and initial training

Volunteers are given a tour of the Centre and are introduced to members of the team and other volunteers, following interview wherever possible. Prior to starting volunteers are required to attend four mandatory half day training sessions including:

- An Introduction to The Clock Tower Sanctuary, Safeguarding and Youth Homelessness

- Difficult and motivational conversations with Young People
- Professional Boundaries
- Diversity and inclusion

These sessions provide essential information required for volunteering and also provide a forum to meet other volunteers, meet a client and hear their journey and gain a feel of organisation. They will also learn about opportunities to develop skills and experience that can then be followed up with the Volunteer Coordinator or Activities Coordinator.

On a volunteer's first day at the Centre an induction is provided by the Volunteer Coordinator, handing over to the shadowing of an experienced volunteer. A Volunteer checklist is provided for the volunteer to work through. Shadowing continues for several shifts until a volunteer feels confident to undertake some independent tasks or support. We aim to move at the pace of the volunteer, recognising that the environment in which we work can be demanding.

Expenses

The Clock Tower Sanctuary will repay any out-of-pocket expenses that a volunteer incurs. These are any travel costs or food expenses (up to £5 for lunch), although you are welcome to eat the hot food we provide for clients, as this helps us to build a sense of community in the Centre. We actively encourage repayment for any out-of-pocket expenses. Repayment can be made via BACS or smaller expenses can be refunded in cash.

Support, supervision and feedback

At the start of each day, volunteers are given a de-brief of any client issues, risk factors and jobs to be done. There is plenty of opportunity for volunteers to share ideas and ask questions. It's also a good time for volunteers to raise anything that is of concern and to share how they are feeling. At the end of each day centre session, we de-brief again. This gives us a chance

to chat through anything that has come up during the session, handover any outstanding tasks and 'check out'. Both sessions are facilitated by at least one member of the Services Team.

The Services Team operate an 'open door' policy for volunteers and someone will always be on hand to support you, when needed. One to one support sessions with the Volunteer Coordinator can also be arranged.

Quarterly volunteer meetings are held on a weekday evening. We aim for these to be volunteer-led, with volunteers chairing and setting the agenda. A member of the Senior Management Team attends, along with the Volunteer Coordinator.

We undertake a bi-annual volunteer survey, the results of which influence the way in which we deliver the service (please note we were unable to do so in 2019. The latest survey took place in 2021 and the report via email and on request). The survey and report is coordinated and compiled by a Trustee.

Training and Development

As well as mandatory training, we offer a year-round programme of development opportunities, both internal and external. Training courses are relevant to the work we undertake and are also an opportunity for the volunteer to develop their skills and knowledge.

There are other ways for our volunteers to develop their roles, by undertaking one to one work, running groups, activities and delivering life skills training. We are always happy to look into new ideas that volunteers may have and make these happen wherever we can.

Lone Working

Volunteers will sometimes need to lone work with clients. We will always ensure that the volunteer is happy to do so. Lone working protocols must be followed, in line

with the Lone Working policy. Failure to comply with the protocol may impact on your volunteering at the Centre.

Insurance

Volunteers are covered by our Public Liability Insurance.

Equality and Diversity

We are committed to an inclusive working environment and volunteers are covered by our Equality and Diversity policy. This means that we recognise that all volunteers should have the same opportunities regardless of age, race, disabilities, sexuality or gender. If you feel that this is not the case, then we would appreciate your feedback. From the first point of contact we aim to make the experience as accessible as possible for all.

Health and Safety

The health and safety of volunteers is of utmost importance to us at CTS. Volunteers are covered by our wider health and safety policies and agreements in which you will be fully trained. Any changes, including risk management will be communicated by the most suitable method.

As many people like to volunteer in the kitchen, we encourage participation and pay the costs of the Food Safety Level 2 Hygiene Certificates. We run a yearly First Aid course which is open to volunteers and clients.

If there's problem

If a volunteer has a problem or concern, then in the first instance they should make the Volunteer Coordinator aware. Where this cannot be resolved by the Volunteer Coordinator the problem or concern will be referred to the Services Manager, followed by the Chief Executive. In event that this is still unresolved, or an agreement is unsatisfactory to either party, it can be taken to our Board of Trustees.

Volunteer Breaches of Code of Conduct

Where a volunteer is operating outside of Volunteer Code of

Conduct this will be initially raised as a verbal warning from the Volunteer Coordinator or Services Manager. At this stage any training or support should be identified that may assist the volunteer to be able to comply with the Code of Conduct. If there are further concerns a formal written warning will be issued by the Services Team Manager or Chief Executive. This will remain on record for six months

If the further breaches occur, or the breach puts clients, volunteers or staff at significant risk then the volunteer placement can be ended immediately.

Confidentiality

Within the organisation, confidentiality operates know' basis. Information obtained about any young person cannot remain confidential to one individual volunteer and must be properly reported at the end of day briefing. Equally, Volunteers need to be aware of which information must be kept confidential. Personal information about CTS's young people, applicants for services, CTS staff or other volunteers must be regarded as strictly confidential. Information about such individuals may only be released outside the organisation with the written consent of the individual concerned. Breaches of confidentiality are against the Code of Conduct and will result in the warning procedure being activated.

Related policies

- Equality and Diversity
- Volunteer Strategy
- Lone Working Policy and Procedure
- Recruitment of Ex-Offenders policy
- Health and Safety Policies
- Code of Conduct
- Safeguarding Vulnerable Adults and Children Policies and Procedures.

These policies can be found in the Volunteer Handbook and can be emailed on request.

Policies and Procedures

Volunteer Code of Conduct

1. Introduction

1.1 CTS is proud of its standards of service and conduct and is committed to maintaining these. All employees and volunteers have a part to play in ensuring these standards continue to be met.

1.2 Volunteers should bring to the attention of the Volunteer Coordinator or Services Manager any impropriety or breach of standards. The confidentiality of volunteers raising concerns will be respected wherever possible.

1.3 All volunteers have a right to be treated with respect by their staff and volunteer colleagues at all times. Inappropriate or offensive behaviour will be regarded very seriously and dealt with through the warning process.

2. Relationships

2.1 An appropriate approach to work with clients must be maintained. Volunteers will be given training and guidance in maintaining professional boundaries to ensure that relationships with the client are understood. If a volunteer feels that their relationship with a client has changed or is changing to one of a more personal nature, they must seek the advice and guidance of the Volunteer Coordinator immediately. Client and volunteer relationships should not exist outside of the Centre.

2.2 Volunteers must not knowingly lend or give money or property to clients under any circumstances. Nor must volunteers accept any gift from a client that might be interpreted as seeking to exert influence or favour. Where volunteers are unsure about whether or not it is appropriate to accept a gift of nominal value from a client, they must seek advice from the Volunteer Coordinator or member of the Services Team.

2.3 If a client is known to a Volunteer, the Volunteer must let the Volunteer Coordinator know as soon as possible. Wherever possible we will try and continue to accommodate the Volunteering placement, however if it is not possible to protect the

client's confidentiality, we may have to suspend the Volunteering placement.

3. Conflicts of Interest

3.1 A conflict of interest arises when an employee or volunteer engages in activities, paid or unpaid, or has interests that may make it difficult to perform their CTS duties objectively and efficiently.

3.2 Where a volunteer has or is considering an opportunity that may cause a conflict of interest, it must be disclosed to the Volunteer Manager or Services Manager. The circumstances will be discussed with the volunteer and any agreed actions noted to ensure that conflicts of interest affecting CTS are managed or avoided.

4. Confidentiality and disclosure

4.1 As a volunteer of the CTS you may have access to or be entrusted with information that CTS has deemed confidential. You shall not at any time, during or after your employment, disclose to any person, or make use of, such confidential information for anything other than the purpose for which it has been provided. At all times you are required to operate within the data protection laws.

4.2. If any instances arise where you have information indicating clear evidence of a risk of danger or serious harm to a client, a volunteer, a member of staff, or other people in the community then you must raise this with then Volunteer Coordinator or Services Manager. If you have indication of a child protection or adult safeguarding concern the you must alert a member of the Services Team immediately.

5. Publication of information and media contact

5.1 Volunteers and staff shall not publish information or respond to the media regarding CTS.

5.2 Volunteers should recognise the vulnerability of clients to

media attention and ensure that confidentiality is not breached. If volunteers are aware that clients have had contact with the media regarding the CTS, then then Volunteer Coordinator or member of the services team should be alerted immediately.

6. Use of CTS' premises

6.1 CTS premises are not to be used for the business or purposes of any other organisation without the express permission by the management committee.

7. Use of alcohol and other substances

7.1 Volunteers must not consume alcohol during working hours or prior to coming to work.

7.2 If alcohol is consumed at a volunteer-related event, including those out of hours events, volunteers are expected to maintain and be responsible for their own standards of behaviour. They should be aware of their own limits and avoid any behaviour that could lead to a complaint of misconduct.

7.3 Volunteers are obliged to inform their manager if they are taking any prescription drugs that might affect their judgement or ability to carry out their duties. In a case where safety may be compromised, the Volunteer Coordinator should make reasonable adjustments and seek medical advice.

7.4 Dealing, possession and use of any controlled substances are strictly banned on CTS premises. Any volunteer in possession of a controlled substance will be asked to leave and their Volunteering ended. CTS reserves the right to refer the matter to the police.

7.5 Where a volunteer admits to a drug or alcohol repeated problem the matter will be dealt with as a health issue and the capability procedure followed.

8. Personal property

8.1 CTS does not take responsibility for personal

property left or stored on our premises, whether or not it is used for official business. Personal property is not insured under CTS' policies and no compensation for loss, theft or damage will be made.

9. Health and Safety

9.1 All volunteers are required to familiarise themselves and comply with CTS' health and safety policy, and to ensure that they do not act in a way that endangers their own health and safety or endangers the health and safety of others.

10. Equalities and diversity

CTS is committed to equal opportunities for all. Every volunteer must act at all times in accordance with equalities legislation and conform to CTS Equalities and Diversity Policy.

11. Neutrality

Whilst it is recognised that all individuals have the right to their own political, religious and personal views, volunteers must accept their responsibility to adhere to CTS' policies and procedures and must not allow their own political, religious or personal views to intrude into their work.

12. Conclusion

12.1 This Code establishes broad principles that are essential, if confidence in the integrity of CTS is to be maintained. However, it is not possible to develop a Code of Conduct that covers every situation potentially faced by volunteers. Any breach of the code will be investigated and may end your volunteering time.

12.2 If volunteers have any doubts about anything contained in this Code and are concerned about anything relating to their personal position, they should seek clarification from the Volunteer Coordinator.



Image by Mary Peltke from Pixabay

Policies and Procedures

Equality and Diversity

Introduction

The Clock Tower Sanctuary (CTS) is committed to equal opportunities and aims to create a harmonious environment that embraces diversity and prevents discrimination. This policy references the Equality Act 2010 as the basis for it's ?

For CTS, **Equality and Diversity** is about recognising that all personnel (employees, volunteers and trustees), clients and other stakeholders are important contributors to continuous development, learning and overall organisational success.

Therefore, we will ensure that we provide equality of opportunity for all, including those with the protected characteristics identified in the Equality Act 2010 (age, being married or in a civil partnership, being pregnant or having a child, disability, race, religion/belief or lack of, gender, sexual orientation, being or becoming a transsexual person) so that meaningful ways of participation and contribution can flourish. We understand that providing equality of opportunity means removing barriers to accessing our services and employment opportunities, taking positive steps to provide a voice and meet the needs of under-represented groups who are homeless or vulnerably housed, challenging discrimination, ensuring a level playing field for all staff to work to their fullest potential and develop within the organisation.

As an organisation, CTS will strive to be:

Approachable

We aim to demonstrate a commitment to diversity and inclusion in how we engage and communicate with diverse clients, partners and audiences. The everyday behaviour of CTS staff, volunteers and trustees should reflect that commitment to help more people.

Challenging

CTS will challenge inequality and injustice in housing and access to related services on behalf of our clients. We will challenge discrimination affecting our clients, including abuse or bullying between clients. We will advocate for equality and inclusion for homeless young people.

Enterprising

CTS will develop creative ways of providing targeted support to those most at risk, and ensure that we make a positive difference in their lives. As an organisation that seeks to promote diversity, we will strive to develop a culture that takes pride in our values to be inclusive, enabling all staff/volunteers to work to their fullest potential and all stakeholders to have meaningful ways to contribute to our work. We will draw on the diverse views and experiences within the organisation to enhance our awareness and understanding of the needs of our staff, clients, supporters and professional partners.

Our approach

CTS believe that there are a variety of actions it can take to create and sustain diversity and inclusion:

Recruitment and selection of employees

We will:

- Pay attention to the style, content and language of our adverts and job specifications, to ensure we convey an approach of fairness and equality of opportunity
- Use a variety of media to maximise the circulation of job opportunities to diverse audiences.
- Circulate job adverts widely within our local area, through other voluntary and community sector networks, to attract a wider range of interest from underrepresented groups.

- Seek to ensure that recruitment selection and interview panels are transparent and open, consisting of diverse staff to ensure fairness and equity.
- Ensure all staff and stakeholders involved in recruitment and selection, receive appropriate training and development that enables them to understand, promote and manage diversity in our recruitment and selection processes.
- Monitor, evaluate and review our policy and procedures to ensure consistency, fairness and good practice is maintained.

Supporting staff

We will:

- Ensure that staff and volunteers have a clear understanding and awareness of our commitment to equality and diversity and their role in promoting it and addressing the related emerging issues.
- Make reasonable adjustments for disabled staff and clients in accordance with current Equality legislation.
- Be aware of cultural or religious days of importance and recognise that individuals may need to observe these in a way they feel is appropriate. Seek to make provision for regular prayer and worship where possible and practical.
- Provide flexibility in relation to hours, leave, location, travel and other work requirements that may significantly impact on their personal life and responsibilities.
- Seek to develop a broader range of work/life balance policies and practices.
- Ensure that we promote an understanding of dignity at work, by having a clear policy and definitions, standards of behaviour and safe and accessible ways for staff, volunteers and clients to report bullying, harassment and discrimination.

Developing services

We will:

- Seek to continuously update our knowledge and understanding of the profile of the communities we serve and the nature and level of housing and associated need.
- Seek to identify and represent the voice of the most disadvantaged through our client involvement activities, networking and partnerships.
- We will seek diverse and inclusive ways to support and involve clients in key aspects of our work that impacts on their lives.
- Seek to develop a variety of approaches to providing advice, support and advocacy services, to increase our responsiveness and scope to a broader range of clients.
- Monitor and review all equality and diversity issues in the development and delivery of our services and seek to take action to address issues of discrimination, accessibility, and exclusion.
- Seek to influence local government and related service providers by advocating for our clients' needs.

External working and reaching out

We will:

- Seek external expertise and where necessary, develop partnerships, to develop our own knowledge, understanding, and effectiveness in relation to the promotion and management of diversity.
- Respect and value the needs of different communities/groups/individuals (e.g. dietary, cultural and religious) when organising events and meetings.
- Ensure that all venues and events are accessible and have the necessary adaptations and equipment as required. We will also be mindful of geographical locations that may make it difficult for people to get to.

- Ensure that our services are available to all – regardless of the linguistic requirements of clients. This means endeavouring to recruit staff/volunteers who are able to work in the languages of substantial client communities and, where this is not possible, working with interpreters. Materials relating to publicity, discussion or information should be made available in such a way that the contents are available to non-English-speaking communities and to those who are visually or hearing impaired. Staff/volunteers and trustees are required to ensure that this policy is carried out to the maximum possible extent, sympathetically and imaginatively, bearing in mind demand, the time and resources that are available.
- Support and aim to take part in events and initiatives that encourage and promote diversity in the community and the sector as a whole.
- We will seek to develop partnerships and participate in multi- agency working at a local, regional and national level, to best meet the needs of diverse client groups.
- See to ensure that we are fair in procuring contracts externally and that our contractors adhere to our ethos, values and commitment around equality and diversity.

Equality and Diversity Policy – Implementation

This policy states CTS's commitment to monitor and review our practice and take steps to make additions or changes where necessary to ensure legal compliance and best practice. It is based on the principles of mutual respect, fairness, inclusion and a commitment to tackling inequality and promoting equality of opportunity. It extends to the planning and development of all our operations, practices and procedures and delivery of services. Any act which contravenes the equal opportunities policy and practice will be regarded as gross misconduct and could lead

to disciplinary action including dismissal being taken against staff in breach of the procedure.

The Director has specific responsibility for the effective implementation of this policy, but it is expected that all employees and volunteers abide by the policy and help create the equality environment which is its objective.

Monitoring

Monitoring of recruitment, selection, promotion and termination of employment, either voluntary or involuntary will be undertaken with all groups in mind [disability, gender, sexuality, ethnicity, age, religious belief/fait, sexual orientation]. Monitoring data collated will help identify impact on equality of opportunity in employment and underrepresentation of certain groups across the workforce, as well as enabling proactive action to tackle potential discrimination. The same standards of monitoring will apply to client monitoring and the impact on access, satisfaction levels and outcomes of any services provided. Information from this will provide a basis for service development, policy advocacy on housing and social welfare.

User Involvement

User involvement and diversity are central to CTS's values and goals around being inclusive and providing continuous development and improvement of our services. They are an integral part of our performance management system. We will seek to develop user involvement strategy in a meaningful and practical way, to ensure that CTS has a coherent and flexible approach of engaging with a diverse range of groups.

Complaints

Discrimination, bullying and harassment will not be tolerated by CTS.

Staff, volunteers and clients who believe that they have suffered any form of discrimination, harassment or victimisation, from other CTS staff, volunteers or from clients, are entitled to raise the matter through the agreed procedures – see CTS

Policies and Procedures

Equality and Diversity continued

Complaints Procedure (for volunteers and clients) and CTS Grievance Procedure (for staff). All complaints of discrimination will be dealt with seriously, promptly and confidentially (in line with The CTS policy). These internal procedures do not replace or detract from the right of the employees or volunteers to pursue complaints under the legislation.

Every effort will be made to ensure that employees and volunteers making complaints will not be victimised. Any complaint of victimisation will be dealt with seriously, promptly and confidentially. Victimisation will result in disciplinary action and may warrant dismissal.

Bullying

CTS recognises the threat posed by bullying. Bullying will not be accepted or condoned. All forms of bullying will be addressed.

Bullying can include:

- Physical pushing, hitting, kicking, pinching etc.
- Name calling, sarcasm, spreading rumors, persistent teasing and emotional torment through ridicule, humiliation and the continual ignoring of individuals.
- Sectarian/racial taunts, graffiti, gestures..
- Sexual comments and/or suggestions
- Unwanted physical contact.

The following are examples of behaviour considered inappropriate and unacceptable:

- Acting in an aggressive, angry or abusive manner against an individual or group solely because they are black, a woman, a man, a member of an ethnic or national minority, a lesbian woman or a gay man, bisexual or transgender, have a disability, a particular political or religious belief or because of age or class.

- Racist, sexist or otherwise insulting remarks, jokes, name-calling or innuendo.
- Bringing onto the premises insignia, publications or pamphlets that in any way support racial or sexual discrimination, or seeking to promote a negative stereotyped image of an individual or group.

Everybody has the responsibility to work together to stop bullying: CTS staff, volunteers, trustees, clients, and other agencies and services.

CTS is committed to the early identification of bullying and the prompt, collective action to deal with it.

- CTS Clients will be made aware that they can speak to volunteers or paid staff and be supported in any case of bullying.
- Clients will be supplied with helpline numbers and information on associated services.
- Anyone reporting an incident of bullying will be listened to and supported.
- Any reported incident of bullying will be investigated objectively, and all those involved will be listened to carefully.
- All appropriate steps to prevent bullying, including excluding those who bully from CTS, will be taken. Those who bully will be encouraged and supported to stop bullying, and CTS will work with other agencies and services to facilitate this.

CTS is committed to working with young people in a proactive manner and recognises the discrimination that young people may experience due to their age. Therefore, The CTS will endeavor to promote and support the views of young people and take account of their needs.

Policies and Procedures

Safeguarding Children and Young People

Policy Statement

The Clock Tower Sanctuary (CTS) considers the abuse and neglect of children and young people to be wholly unacceptable and extremely serious and is committed to:

- Protecting children from maltreatment.
- Preventing impairment of children's health or development.
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care.

CTS recognises that children or young people are abused when they are harmed by an adult or a child either in person or online. This can take the form of, but is not limited to, physical abuse, emotional abuse, sexual abuse, or neglect, domestic abuse, female genital mutilation (FGM), child criminal exploitation (CCE), child sexual exploitation (CSE), child trafficking & modern slavery, bullying and can be a one-off action or can continue over a longer period of time.

This policy concerns children and young people from birth to 18 years old. However, CTS recognises that some young people, even if they are over 18, are still at risk of abuse or neglect as detailed above therefore the principles of this policy may apply even if the young person is over 18.

CTS hold staff, volunteers, Trustees, and people on work placement in a position of trust. Under the Sexual Offences Act 2003 it is an offence for a person aged 18 or above, to have a sexual relationship with a child under the age of eighteen where the person is in a position of trust in respect of that child, even if the relationship is consensual.

CTS will involve other external agencies, including the police, where it is concerned that a criminal offence has occurred. CTS will cooperate fully with safeguarding enquiries and the Local Authority Designated Officers, and the Brighton and Hove Children Partnership.

This policy does not seek to encourage false or unfair accusations of abuse or neglect and during all investigations the alleged abuser will have fair opportunity to state their case in response and to be represented.

This policy applies to all staff, including Trustees, management, paid staff, volunteers and sessional workers, agency staff, students or anyone working on behalf of CTS.

CTS will raise concerns regarding abuse or neglect of children or young people in line with the procedures laid out in the Pan Sussex Child Protection and Safeguarding Procedures Manual <http://sussexchildprotection.procedures.org.uk>

October 2020

Approved by Governance & Risk Committee of board: 3 February 2021

Signed



Rob Kidd Chair



Frances Duncan CEO

Individual Roles

All staff, volunteers and Trustees are responsible for disclosing concerns regarding abuse or neglect.

This Project Manager is responsible for implementing this policy within the service.

The Project Manager is responsible for meeting regularly with a staff member who is dealing with issues of abuse to provide support and guidance until such times as any enquiry and/or any HR processes are concluded.

The Project Manager will ensure that appropriate and timely referrals to statutory agencies are made and to liaise with these other agencies.

The Project Manager will ensure that all clients are aware of what child safeguarding is and the procedures for raising concerns regarding abuse. This can be through inductions, handbooks, posters, meetings and more.

The Project Manager will ensure that the project is risk assessed to ensure a safe environment.

CTS's Designated Safeguarding Lead (DSL) is Clare McKinley, (claremck@cts.org.uk).

CTS's Trustee responsible for Safeguarding is Rachel Brett.

Recruitment

All CTS staff will be required to supply two professional references and all staff and volunteers submit a Disclosure and Barring Service check prior to commencing their employment. An employee or volunteer cannot take up a position until all references and checks have been authorised.

Training

All staff will receive training in child safeguarding as part of their induction and through regular refresher training. Training will ensure that all staff are aware of internal reporting procedures and of local statutory arrangements in respect of the disclosure or discovery of abuse and the required action they should take appropriate to their role.

Policies and Procedures

Safeguarding Adults

Policy Statement

CTS considers the abuse of adults at risk to be wholly unacceptable. CTS views safeguarding adults as extremely serious and is committed to exposing, investigating and addressing issues of suspected abuse or self-neglect and to working towards minimising the potential for harm to occur.

It is the responsibility of all staff and volunteers to immediately report any suspected abuse or self-neglect, or allegations of abuse, through line management.

CTS recognises the sensitivity of the issue of abuse, suspected abuse or self-neglect and acknowledges the need for concerns or incidents of this nature to be addressed in accordance with the law, policy and good practice guidance.

CTS will promote a multi-agency approach by raising concerns with appropriate statutory services in accordance with the guidance set out in the 'Sussex Safeguarding Adults Policy and Procedures.'

CTS will ensure that employees are aware of the law and statutory requirements relating to Safeguarding, in particular the Care Act 2014, and the requirements of Safeguarding Adults Boards in the areas in which it operates. CTS' Safeguarding Lead is Clare McKinley, (claremck@cts.org.uk).

CTS will act in a way which supports the rights of the individual and will take a person-led and outcome-focused approach to Safeguarding that is led by the person, not the process.

CTS recognises that abuse may occur both outside of the organisation and within the organisation. In the case of a suspected abuse by an employee, CTS' intention will be to address any suspected abuse through thorough formal statutory investigation procedures and its own internal disciplinary procedures. CTS will support the employee to seek advice and support from their union representative.

Where considered appropriate CTS will involve other external agencies, including the police where it is considered that a criminal offence may have occurred.

CTS will cooperate fully with safeguarding enquiries and support the work of Safeguarding Adults Boards.

During all investigations the alleged abuser will have fair opportunity to state their case in response to allegations and to be represented.

January 2021.

Approved by Governance & Risk Committee of board: 3 February 2021

Signed

Individual Roles



Rob Kidd Chair



Frances Duncan CEO

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Policies and Procedures

Lone Working

Reviewed January 2022
Author: Services Manager

The CTS has a duty of care to all employees and volunteers as per our Health & Safety policy. The following policy outlines the responsibility we have in relation to circumstances (either on or off site) where employees or volunteers are required to work in isolation with clients.

The CTS has a responsibility to assess the risks to lone workers and to take steps to avoid or control the risks where necessary, in line with the Management of Health & Safety at Work Regulations 1999. As per the HSE definition- 'Lone workers are those who work by themselves, without close or direct supervision'. In the case of The CTS this can therefore include people working off site with or without clients, and people holding meetings or sessions with clients alone and on site.

Individual risk assessments will not be appropriate in all cases. This policy will cover any lone working for staff and volunteers happening in a public space, we would expect that a conversation between volunteers, staff and a manager would be suffice. Although, if the lone working is taking place in a private space such as their accommodation, this will require a further conversation, consideration of the clients Risk Management Plan and potentially a further risk assessment to be carried out bearing these cases in mind. Whether a risk assessment is deemed appropriate or not, staff and volunteers have responsibilities to take reasonable care of themselves and others in lone working situations, and to adhere to The CTS procedure. Lone working is not inherently unsafe, and the level of risk will be dependent on the findings on the client, the situation or the location.

General Statement

The CTS recognises the risks posed by working alone with clients and will therefore give every situation individual consideration so risks can be appropriately mitigated.

Employees and Volunteers will be given the relative information, training and supervision to support them in identifying and minimising the risks in working alone.

Responsibilities

The Board of Trustees are responsible for all those employed at CTS and therefore ensure its policy regarding lone working is reviewed annually.

The CEO is responsible for ensuring all managers are upholding The CTS lone working policy by supervising their coordinators to confidently carry out lone working procedure.

Managers and coordinators are responsible for recording and monitoring lone working activity as per the lone working procedure. This includes communicating off site lone working via an email or conversation to the appropriate line manager or other member of staff, with follow up if arranged contact from the lone worker is not upheld.

Lone workers (managers, coordinators and volunteers) have a responsibility to record details of their lone working via email or conversation to their line manager, keep to arranged contact via a fully charged mobile phone, and to only undertake lone working if confident and comfortable that they can identify and minimise risks.

Lone Working Procedure

Working Off Site

Lone Worker

- Consideration is given to the activity, the environment and referring to any of the client's completed risk assessments. This can be done via email, face to face conversation or telephone.
- A fully charged (and credited if applicable) mobile phone must be kept with you at all times.
- Make sure you have let your line manager know via email that you are off site and the circumstances around this including duration, contact phone numbers, and address are all communicated.
- Make sure you have a Named Contact who is briefed with all the above details, and is your point of contact for arrival, in case of emergency, and check in on return.

- If you are going to return outside of office hours, make sure your colleague understands that they will need to be a Named Contact until the lone worker has completed return checked in.
- Inform your Named Contact if you can see changes in return times are likely to ensure appropriate cover is arranged.
- In the case of emergency and you need to call your Named Contact to contact the police, but you feel unable to speak in front of a client- the phrase to trigger your colleague to call the police is: "I'm going to be late, can you let the team know".

Named Contact - Check In

- If your colleague does not call at the agreed time of arrival or check in on return at the agreed time, waiting a maximum of half an hour later, call the mobile number you have been given.
- If there is no answer after 15 minutes, alert your line manager and call 999 Emergency Trigger.
- If your colleague calls and states the above phrase, call 999 immediately and give the response team all the relevant details.

Working On Site with Client

Lone Worker

- There must never be lone working with clients of concern.
- Alert a member of staff to your location, the client and the duration. This includes alerting the staff in the rooms around you so staff can check on you if there are concerns.
- If you are sensing a situation arise where the client is displaying aggressive or potentially dangerous behaviours leave the room, alert staff close by.
- If you assess that the situation requires immediate response from an emergency team (police or ambulance), dial 999.

Policies and Procedures

Recruitment of Offenders

Author: CEO
Date: November 2020
Reviewed January 2021

The Clock Tower Sanctuary (CTS) is committed to best practice when recruiting people and volunteers with a criminal record. It is essential that people do not face unfair discrimination in applying for any role within the charity, whether paid or voluntary. We have measures in place to consider the criminal record that applicants have, so that we can identify what, if any, concerns they raise. As a result, this policy explains how we use criminal records as part of our recruitment process.

A criminal record will not normally, in itself, prevent an applicant from being appointed to the post or volunteering role. Suitable applicants will not be refused posts because of offences that are not relevant to the role and which do not raise serious concerns in the role for which they are applying. We will judge each case on its merits and not discriminate unfairly against any applicant on the basis of a conviction or criminal record information disclosed to us.

What, when and how we ask about criminal records

We will make it clear in the role description and application process whether the position is covered by the Rehabilitation of Offenders Act 1974 (and so only requiring the disclosure of unspent offences) or whether it is exempt (and so requiring the disclosure of all convictions and cautions, even if they are spent, unless they are filtered). We use the Government checker to determine the level of check required www.gov.uk/find-out-dbs-check

It is CTS policy to require applicants to disclose any 'unspent' criminal convictions once a conditional offer is made, except in the agreed cases of applications for posts working with vulnerable adults or children where all convictions must be declared on application.

The recruitment process

We take a positive approach to applicants with past criminal records. We ensure that all those involved in the recruitment process have received appropriate guidance and training in the legislation and practice of recruiting people with criminal records. We ensure that all those who are involved in making suitability decisions

based on an applicants' criminal record have been trained to do so.

CTS will ensure that this policy and information regarding the DBS process is made available to potential applicants and volunteers including the DBS code of practice.

All recruitment documents will inform potential applicants that a Disclosure will be requested in the event of the individual receiving a conditional offer of employment and explaining the process.

The application process

CTS will shortlist applicants based on merit and will not ask for criminal records at the application stage except when the role is identified as being exempt from the Rehabilitation of Offenders Act 1974. In this instance, a positive declaration will need to be made on the application in relation to a criminal record, to ensure suitability for the role.

Interview

Interviews will assess the suitability and skills of the individual for the role. Applicants will not be directly asked about their criminal record as part of the interview.

Conditional offer of volunteering or employment

Confidential disclosure – Following the interview process, CTS will decide who will receive a conditional offer of volunteering or employment. The successful candidate will be asked to provide criminal record details appropriate to the level of disclosure identified for the role. CTS will process the DBS check on line, through an umbrella organisation, Atlantic Data. Information provided during this process will be treated as confidential and be used for recruitment purposes only.

Consideration of disclosure

Any information disclosed will be considered by the CEO (if recruiting for CEO post, the recruitment panel for that post will consider the disclosure) taking into account details such as;

- Whether it's information we are legally allowed to consider
- Whether the offence is relevant to the position applied for

- The age at the time of the offence(s).
- The length of time since.
- The circumstances surrounding the offence(s), and what has changed since.

If felt necessary, a discussion with the candidate may be arranged, particularly where there are concerns. Any serious consideration of the information disclosed will result in a discussion being arranged with the candidate, preferably face-to-face. We refer to this as a 'disclosure discussion'.

Appointment

Appointment will be subject to the relevant level of criminal record check being undertaken. CTS will cover this cost. Any discrepancies will initiate a review.

Post-appointment

Those appointed will have their self-disclosure form held on their personnel file or on the volunteer database, which has restricted access. They will be informed of who knows about their convictions within the organisation – this will only be shared internally on a 'need to know' basis. We expect individuals to notify us of any changes in relation to their criminal convictions. Any changes will initiate a review process.

All those appointed will be required to register with the DBS update service: a review of online disclosures will be undertaken if there is cause for concern or if CTS are informed of a change of disclosure information. CTS will pay the costs of the update service.

Further sources of information

Helpful guidance for applicants with a criminal record can also be found on the following websites: www.unlock.org.uk www.nacro.org.uk For general enquiries about this policy, please contact: Frances Duncan, CEO 01273 722353 frances@thects.org.uk



CLOCK TOWER SANCTUARY

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