

## Safeguarding

In keeping with our vision and values, Care4Calais is committed to supporting and protecting the rights of beneficiaries, children, vulnerable adults and volunteers. We therefore expect the highest degree of ethical conduct from our staff, affiliates and volunteers.

Our full safeguarding policy and code of conduct is available [here](#). Please read and refer to this as part of your work with us.

All our volunteers have undergone an induction process and have had the relevant DBS checks. As part of this process all volunteers are sent details of online safeguarding training. This training can be accessed [here](#). **We strongly recommend revisiting this training as a refresher from time to time.**

Please note:

- No volunteer should ever go into a hotel room alone with a refugee.
- We recommend, where possible, to arrange to visit hotels or meet refugees in pairs with someone else from your volunteer group. You can use the Facebook chat group to find local volunteers to accompany you.

For more information about our policies, please go to: <https://care4calais.org/policies/>

## Working with refugees

If you have a concern for the safety or welfare of any asylum seeker this should be immediately reported to the safeguarding teams at **both Migrant Help and the Home Office** (see below). Please feel free to cc [safeguarding@care4calais.org](mailto:safeguarding@care4calais.org)

Please note: safeguarding is about prevention of harm. It is therefore essential that your report is clear on:

- What is the harm you are trying to prevent? (e.g., suicide, self-harm, abuse, discrimination)
- What action can be taken to prevent this? (welfare check, provision of accommodation, doctor appointment etc.)

**If you believe there is an imminent risk to life or any other serious emergency you should call the emergency services on 999.**

### **Migrant Help Safeguarding**

Migrant Help have a dual process:

*If urgent action is needed to protect the client:*

1. Log the safeguarding concern by calling 0808 8010 503 or using the ['raise an issue' form](#) on the Migrant Help website

**AND**

2. Follow up with an email to [escalations@migranthehelpuk.org](mailto:escalations@migranthehelpuk.org) which should be cc'd to [asylumsafeguarding@homeoffice.gov.uk](mailto:asylumsafeguarding@homeoffice.gov.uk) and [safeguarding@care4calais.org](mailto:safeguarding@care4calais.org)  
Please include in your email the date and exact time that you called the helpline or raised the issue as above.

If it takes more than five minutes to get through to Migrant help on the phone please report this via Reg Flag Reporting.

*If action is needed but this is non urgent:*

Email [escalations@migranthehelpuk.org](mailto:escalations@migranthehelpuk.org) and cc [asylumsafeguarding@homeoffice.gov.uk](mailto:asylumsafeguarding@homeoffice.gov.uk) and [safeguarding@care4calais.org](mailto:safeguarding@care4calais.org)

In extremely serious circumstances it may be necessary to also email the head of safeguarding at Migrant Help [helen.bransfield@migranthehelpuk.org](mailto:helen.bransfield@migranthehelpuk.org)

We have also been given the following safeguarding contact for Clearsprings

[lse.safegurding@ready-homes.com](mailto:lse.safegurding@ready-homes.com)

## Refugee Safety and Etiquette Guidelines

### Why do we have these guidelines?

People from right-wing groups (such as Britain First) could join our group and then harass or harm refugees.

It is respectful not to give out phone numbers in a public place, only to the people who need the phone number to help that individual.

We want to protect the people who work at the hotels and to ensure the hotels are not disrupted. Building a positive relationship with the accommodation providers is helpful for everyone.

### What should I share in my posts on Facebook?

Please don't use any details that could identify a person. Use vague details, such as borough, and male/female, plus what help you or they need. Invite people to message you privately for exact details. Here is an example of a group post,

*'Looking for someone to help deliver some clothes (size: medium) and shoes (size: 38) to a male in a hotel in the Slough area over the weekend. Can anybody help with this? If yes, I can give you more details via private message. Thank you!'*

### What should I keep for 1-2-1 private messages?

Refugees' personal details, such as name, room number and phone number. If you want someone central to know this, please contact the Admins of the Facebook page. You can also contact [annie@care4calais.org](mailto:annie@care4calais.org).