



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 please contact safeguarding@care4calais.org. The concern will need to be reported to safeguarding teams at Migrant Help, the Home Office and the Local Authority. It is particularly important that all safeguarding concerns are reported to the Local Authority as failure to inform the Local Authority may be considered a breach of Care4Calais' statutory obligations.

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.

Process for reporting a concern

If action is required urgently;

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 / report to the Local Authority safeguarding team* and cc or email escalations@migranthelpuk.org, asylumsafeguarding@homeoffice.gov.uk and 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 / report to the Local Authority safeguarding team* and cc or email escalations@migranthelpuk.org, asylumsafeguarding@homeoffice.gov.uk and safeguarding@care4calais.org

In extremely serious circumstances it may be necessary to also email the head of safeguarding at Migrant Help helen.bransfield@migranthelpuk.org

We have also been given the following safeguarding contact for Clearsprings
Clear Springs Ready Homes - lse.safeguarding@ready-homes.com
SERCO - aasc.safeguarding@serco.com

* Each Local Authority has their own format for reporting concerns. Please google "safeguarding adults [local authority]" to find the best route. Should you be uncertain on the local authority covering the clients area of residence, you can use this tool <https://www.gov.uk/find-local-council>

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.