

## Bullying and Harassment Policy

<b>Policy Name</b>	Bullying and Harassment Policy
<b>Policy Version</b>	1.0
<b>Date Last Updated</b>	March 2026
<b>To be Renewed</b>	Every 3 years
<b>Date for Next Review</b>	March 2029
<b>Owner</b>	R. Simpson
<b>Reviewer</b>	B. Toward
<b>Signed and Authorised by</b>	Chair of Trustees and Trustees
<b>Date Signed off</b>	March 2026
<b>Linked Policies</b>	Whistleblowing Policy Grievance and Disciplinary Policy Safeguarding Policy

### 1. Purpose

Caraway is committed to providing a working environment in which all individuals are treated with dignity and respect. This policy sets out our commitment to preventing and addressing all forms of bullying and harassment in the workplace.

### 2. Scope

This policy applies to all trustees, employees, volunteers, contractors, interns, and anyone else working on behalf of Caraway, whether in the workplace, at external events, or in any work-related context.

### 3. Definitions

#### 3.1 Bullying

Bullying is defined as offensive, intimidating, malicious, or insulting behavior intended to undermine, humiliate, or injure the recipient. It may be an abuse of power or position.

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Examples include (but are not limited to):

- Spreading malicious rumors
- Persistent criticism or humiliation
- Exclusion or isolation
- Intimidating gestures or threats
- Cyberbullying (via emails, messages, social media, etc.)

### **3.2 Harassment**

Harassment is unwanted conduct related to a protected characteristic (as defined in the Equality Act 2010 or relevant legislation) that violates a person's dignity or creates a hostile, degrading, or offensive environment.

Protected characteristics include:

- Age
- Disability
- Gender reassignment
- Race
- Religion or belief
- Sex
- Sexual orientation
- Pregnancy and maternity
- Marriage and civil partnership

Harassment can be physical, verbal, or non-verbal (e.g., gestures, written communication).

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#### 4. Responsibilities

- **Trustees and Managers** must set a positive example, promote a respectful culture, and take concerns seriously.
- **Employees and Volunteers** must treat others with respect and report any concerns promptly.
- **The Organization** will take all complaints seriously and act fairly and consistently in dealing with them.

#### 5. Reporting Bullying or Harassment

Anyone who experiences or witnesses bullying or harassment is encouraged to raise the issue as soon as possible. Options include:

- **Informal resolution:** The individual may choose to speak directly with the person involved, if they feel safe doing so, to explain how the behavior affects them.
- **Formal complaint:** If informal resolution is not appropriate or unsuccessful, a formal complaint can be made by email to any of the following: Line Manager / Safeguarding Lead / Designated Trustee, Chair of Trustees. Contact details for these can be obtained via the admin team - [caraway@caraway.uk.com](mailto:caraway@caraway.uk.com)

All complaints will be handled sensitively and confidentially and in good time. No one will be victimized for making a complaint in good faith.

#### 6. Investigations and Outcomes

- Formal complaints will be investigated promptly, fairly, and impartially.
- Both parties will be given the opportunity to present their views.
- Where bullying or harassment is found to have occurred, appropriate action will be taken, which may include disciplinary action up to and including dismissal or termination of volunteer/trustee roles.
- Mediation may be offered where appropriate.



## **7. Protection from Victimisation**

Victimising someone for raising a concern or supporting a complainant is a serious disciplinary offence. Retaliation will not be tolerated and will be dealt with accordingly.

## **8. Training and Awareness**

Caraway will provide training and guidance to all staff, trustees, and volunteers on expected standards of behavior and how to deal with bullying or harassment.

## **9. Monitoring and Review**

This policy will be reviewed every 3 years, or sooner if there are changes in legislation or incidents that prompt an earlier review.

## Confidentiality Policy

<b>Policy Name</b>	Confidentiality Policy
<b>Policy Version</b>	1.2
<b>Date Last Updated</b>	March 2026
<b>To be Renewed</b>	Every 3 years
<b>Date for Next Review</b>	March 2029
<b>Owner</b>	R. Simpson
<b>Reviewer</b>	B. Toward
<b>Signed and Authorised by</b>	Chair of Trustees and Trustees
<b>Date Signed off</b>	November 2019
<b>Linked Policies</b>	Data Retention Policy Privacy Policy

### Confidentiality Policy: Part 1

This policy applies to all staff and volunteers of Caraway. The data covered by the confidentiality policy includes:

- Information about the organisation itself, for example, its plans and finances
- Information held by Caraway about other organisations
- Information about individuals, for example, clients/beneficiaries/service users, Anna Chaplains , volunteers, spiritual befrienders, and staff whether recorded electronically or in paper form
- Contact details (emails and postal addresses and phone numbers) of staff and other volunteers for Caraway, including trustees and advisors.

All staff, volunteers and others who work at Caraway are legally required to respect the need for confidentiality of information held about anyone who comes into contact with the charity, and about any charity business. This is expected to continue even when contact has ceased with this person, and when the volunteer or staff member no longer works for Caraway.



This policy should be read in conjunction with Caraway's Data Protection Policy and Caraway's Privacy Notices and Consent Forms.

### **Information about individuals**

Caraway is committed to ensuring confidential services to all individuals. The confidentiality is between the individual and the organisation. Please note this does not extend to communications between staff within Caraway itself where these are made in an appropriate way and with the sole intent of delivering the service required.

Contact details of members of the organisation will only be shared outside the organisation with that member's express consent.

Confidential information will not be sought from a client unless expressly in the interests of that person.

Information will only be passed to another agency or to other individuals outside of Caraway with the consent of the client, where possible this will be with written consent. If a member of staff or volunteer intends to get information from another agency to help the client or to refer them to another agency then this must be explained to the client and his/her permission given.

No personal information about staff, volunteers or clients will be given to any third party including family members, without the consent of the client. Information will only be divulged on a "need to know" basis.

Information will be treated in confidence and will not be divulged to anyone outside Caraway except where extenuating circumstances exist (see below). However, in order that we can provide the best possible help to our beneficiaries it may be necessary to share information with Caraway staff or colleagues.

In no circumstances should details of a client be discussed by anyone outside of Caraway or in an open plan area in such a manner that it is possible to identify the client.

Staff and volunteers should take due care and attention when speaking to clients and using the telephone, fax or social media. No client should be able to hear a conversation or read personal details about another service user.

### **Use of client information for publicity, reporting or training purposes**

Caraway needs to be able to give information where appropriate about the impact of our services.

If one of our services has an outcome which would provide useful material for publicity, reporting or training purposes, then wherever possible permission will be sought in writing before the story is told to anyone else. If permission cannot be obtained then any details that would enable a beneficiary to be identified will be changed.

### **Limits to client/beneficiary confidentiality**

In certain circumstances Caraway reserves the right to break confidentiality should this be deemed necessary. These circumstances include where a member of staff or volunteer:

- Believes with good reason that a client could cause danger to themselves or to others.
- Suspects abuse or has knowledge of abuse.
- Is given information by the service user which indicates that a serious crime or terrorist act has been committed or is about to be committed.
- Is required to make disclosure by law, for example, by the police or by court order.
- Decides with good reason that a service user lacks the mental capacity to make a decision. In such cases staff or volunteers will discuss with a manager or attorney and they will only act in the service user's best interest.

The decision on whether to break confidentiality will be decided on a case-by-case basis and always in conjunction with recommendations from the City Chaplain and endorsed by the Trustees.

### **Access to data**

This Policy operates on a "need to know" basis and apart from staff and volunteers in the office of Caraway, no-one will have access to service user or organisational information unless it is relevant to the service or their work.

All service users have the right to request access to all information stored about them, and have a right to see a copy of this confidentiality policy and their personal data on request. Caraway will ask- but cannot insist - upon payment of copying charges at 50p per page, and any postage.

If any party concerned has a sensory or physical impairment, efforts should be made to ensure that all aspects of this policy and exchanges between parties are understood.

Significant breaches of this policy will be handled under Caraway's disciplinary procedures.

### **Evaluation and Monitoring**

All staff and volunteers will be given a copy of the policy when they join Caraway and will sign the confidentiality statement on the New Volunteer Form that they will abide by this policy.

It will also be reviewed in response to changes in relevant legislation, contractual arrangements, good practice or in response to an identified failing in its effectiveness.

## **Confidentiality statement for staff and volunteers: Part 2**

When working for Caraway you will often have access to confidential information including:

- Personal information about individuals who are clients or otherwise involved in the activities organised by Caraway.
- Information about the internal business of Caraway.
- Personal information (e.g. contact details) about Trustees, staff or volunteers working for Caraway.

Caraway is committed to keeping this information confidential, in order to protect people and Caraway itself. 'Confidential' means that all access to information must be on a "need to know" basis and properly authorised basis. You must use only the information you have been authorised to use, and for purposes that have been authorised. You should also be aware that under UK law and European Regulation unauthorised access to data about individuals is a criminal offence.

You must assume that information is confidential unless you know that it is intended by Caraway to be made public. Passing information internally within Caraway does not count as making it public, but passing information to another organisation does count.

You must also be particularly careful not to disclose confidential information to unauthorised people or cause a breach of security. In particular you must:

- not compromise or seek to evade security measures (including computer passwords);
- be particularly careful when sending information to other agencies and organisations;
- not gossip about confidential information, either with colleagues or people outside Caraway;
- not disclose information — especially over the telephone — unless you are sure that you know who you are disclosing it to, and that they are authorised to have it.

If you are in doubt about whether to disclose information or not, do not do so. Instead, withhold the information while you check with an appropriate person/safeguarding officer whether the disclosure is appropriate. Familiarise yourself with Part 1 of this document and always keep Caraway's **Safeguarding policy** uppermost in your mind.

Your confidentiality obligations continue to apply indefinitely after you have stopped working or volunteering for Caraway.

**I have read and understand the above statement and the Confidentiality Policy. I accept my responsibilities regarding confidentiality.**

**Signed:**

**Date:**

## Complaints Policy

<b>Policy Name</b>	Complaints Policy
<b>Policy Version</b>	1.0
<b>Date Last Updated</b>	March 2026
<b>To be Renewed</b>	Every 3 years
<b>Date for Next Review</b>	March 2029
<b>Owner</b>	R. Simpson
<b>Reviewer</b>	B. Toward
<b>Signed and Authorised by</b>	Chair of Trustees and Trustees
<b>Date Signed off</b>	March 2026
<b>Linked Policies</b>	Whistleblowing Policy Grievance and Disciplinary Policy

### 1. Overview

This policy explains how the charity handles complaints from service users, supporters, or members of the public.

We aim to:

- Listen and respond to concerns fairly and promptly
- Learn from feedback to improve our services
- Maintain trust and accountability

### 2. Scope

This policy applies to complaints about:

- Services provided by the charity
- Staff, volunteers, or trustees
- Events, activities, or communications
- Decisions made by the organisation

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This policy does **not** cover:

- Staff or volunteer grievances (covered under the Grievance and Disciplinary Policy)
- Safeguarding concerns (which must be reported immediately under safeguarding procedures)

### 3. Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about the charity's actions, services, or people representing the organisation.

### 4. Principles

We will:

- Take all complaints seriously
- Treat complainants with respect and courtesy
- Respond in a timely and transparent way
- Handle complaints confidentially where possible
- Ensure no one is disadvantaged for making a complaint

### 5. How to Make a Complaint

Complaints can be made:

- In writing (email or letter)
- By phone
- In person

Please include:

- Your name and contact details
- A clear description of the issue
- Relevant dates or details
- What outcome you are seeking (if appropriate)

Complaints should be directed to: [caraway@caraway.uk.com](mailto:caraway@caraway.uk.com)

### 6. Complaints Procedure

#### **Stage 1: Informal Resolution**

Where possible, we encourage raising concerns informally:

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- Speak to a member of staff or volunteer
- Many issues can be resolved quickly at this stage

## **Stage 2: Formal Complaint**

### **Step 1: Acknowledgement**

- We will aim to acknowledge your complaint within **10 working days**

### **Step 2: Investigation**

- A suitable person will investigate your complaint
- This may involve speaking to those involved and reviewing relevant information

### **Step 3: Response**

- We aim to provide a full response within **10–20 working days**
- If more time is needed, we will keep you informed

The response will include:

- Findings of the investigation
- Any actions taken or proposed
- An explanation of the decision

## **Stage 3: Appeal**

If you are not satisfied with the outcome:

- You may appeal in writing within **10 working days**
- The appeal will be reviewed by a trustee or someone not previously involved
- You will receive a final decision in writing

## **7. Confidentiality**

All complaints will be handled sensitively and confidentially. Information will only be shared where necessary to investigate and respond.

## **8. Anonymous Complaints**

Anonymous complaints will be considered, but it may be difficult to investigate or respond fully without contact details.

## **9. Vexatious or Persistent Complaints**

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We reserve the right to limit or refuse to respond to complaints that are:

- Repeated without new evidence
- Abusive or unreasonable

Any such decision will be made fairly and proportionately.

## 10. Learning from Complaints

We value feedback and will:

- Use complaints to improve services and practices
- Review patterns or recurring issues
- Make changes where appropriate

## 11. External Escalation

If a complainant remains dissatisfied, they may be able to raise concerns with relevant external bodies, such as:

- Charity Commission for England and Wales (for serious concerns about charity governance)
- Fundraising Regulator (for fundraising complaints)
- Police

## 12. Record Keeping

- Complaints will be recorded and stored securely
- Records will be kept in line with data protection requirements

## Data Retention Policy

<b>Policy Name</b>	Data Retention Policy
<b>Policy Version</b>	1.1
<b>Date Last Updated</b>	March 2026
<b>Renewed</b>	Every year
<b>Date for Review</b>	March 2027
<b>Owner</b>	R. Simpson
<b>Reviewer</b>	B Toward
<b>Signed and Authorised by</b>	Chair of Trustees and Trustees
<b>Date Signed off</b>	April 2024
<b>Linked Policies</b>	Data Retention Policy Privacy Policy

### Overview

This policy has two purposes:

- It assists the charity with its responsibilities and compliance under Data Protection.
- It reduces the amount of data held and managed.

This policy sets out:

- how long we will keep your personal information.
  - This applies to all personal data - that is information that could identify you as an individual.
  - It does not apply to anonymised information we keep for statistical/analytical purposes.

This document covers electronically stored data (such as email, cloud based systems and those held on a computer) and paper based storage system (filing cabinet folders).



Once the retention period has ended the data should be permanently deleted including from electronic recycling bins or destroyed by shredding.

### General

Type of Information	Stored	Deleted
Text messages	Individual's devices.	6 months if not sooner unless relating to an accident or safeguarding incident in which case they will be transferred to the relevant electronic document.
Photographs	Password Protected Drive.	If you have given permission for these to be used for publicity they will be kept indefinitely unless you request that they be deleted at which point we will take every reasonable step to delete them.
Official meetings	This policy does not apply to official meetings eg trustee meetings.	

### Volunteers

Type of Information	Stored	Deleted
Paper Volunteer Application Form	In the filing cabinet and transferred to electronic volunteer record on Password Protected Google Drive and Password Protected Database.	6 months after transfer to Database.
Volunteer Application Form	Electronic volunteer record on Password Protected Google Drive and Password Protected Database.	2 years after role ends unless there is a formal complaint (see below).
Serious Incidents	Password Protected on Database.	10 years after end of the incident. May be kept longer at the discretion of the trustees if any legal liability.
Health and Safety Records	Details of any health and safety incidents / records relating to your volunteering on database and in accident record stored securely password protected on Password Protected Database.	3/4 years in accident file unless classed as a serious incident (see above).
Contact details stored in other places eg MailChimp.	Stored securely on Password Protected electronic system.	Removed as soon as volunteer resigns unless opted in to remain on Mailing List.
Volunteer Record	Password Protected Database.	6 years after resignation.

## Service Users

Type of Information	Stored	Deleted
Self referral or Third party referral who cannot be contacted and/or indicate they do not want us to follow up.	Information stored on Password Protected Database.	12 months after last contact.
Paper Referral Form	In the filing cabinet and transferred to Password Protected Database.	6 months after transfer to Database.
Electronic Referral Form	Password Protected Database.	2 years after contact has ended.
Individual Service User Record - paper	In the filing cabinet and transferred to electronic volunteer record on Password Protected Database.	6 months after transfer to Database.
Individual Service User Record - electronic	Password Protected Database. All information should be updated within 24 working hours of receiving an update and the obsolete information deleted e.g. when a new e mail address is provided Or a new emergency contact.	6 years after last contact. Though non relevant information should be deleted immediately e.g. emergency contact information.
Event Attendance lists - paper	Transferred to Password Protected Database.	6 months after transfer to Database.
Event Attendance lists - electronic	Password Protected Database. Kept securely where to permission given in order to inform subsequent events	5 years after the last attendance.



Financial information from donors	All financial information should be stored in the financial database including gift aid.	6 years after the last donation received.
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## Equality and Diversity Policy

<b>Policy Name</b>	Equality and Diversity Policy
<b>Policy Version</b>	1.1
<b>Date Last Updated</b>	March 2026
<b>To be Renewed</b>	Every 3 years
<b>Date for Next Review</b>	March 2029
<b>Owner</b>	R. Simpson
<b>Reviewer</b>	B.Toward
<b>Signed and Authorised by</b>	Chair of Trustees and Trustees
<b>Date Signed off</b>	July 2025
<b>Linked Policies</b>	

### **1. Statement of Commitment**

Caraway is committed to promoting equality, diversity, and inclusion in all aspects of our work. We value each individual and seek to create an environment where all people—staff, volunteers, and service users—are treated with dignity and respect, regardless of their background, identity, or personal circumstances.

We aim to comply fully with the requirements of the Equality Act 2010 and to uphold its principles in our policies, procedures, and day-to-day practices. We will take active steps to prevent discrimination, harassment, and victimisation and to promote equal opportunity for all.

### **2. Scope**

This policy applies to all staff, volunteers, trustees, and representatives of Caraway, as well as those accessing or delivering services on our behalf.

### **3. Our Values in Practice**

Caraway's mission is to provide a citywide ecumenical ministry of presence and compassion for older people, their carers, and relatives—of all faiths or none—recognising and respecting each person's individuality, including their spiritual identity.

We acknowledge that prejudice can arise from cultural, generational, or experiential influences. We actively strive to overcome such biases and to listen openly, without judgement, in all our relationships and outreach.

### **4. Legal Duties**

We recognise and act on our responsibilities under the Equality Act 2010, which protects individuals from unlawful discrimination on the basis of the following protected characteristics:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

### **5. Policy Commitments**

Caraway will:

- Promote a culture of inclusion, dignity, and respect for all.
- Ensure that no one is treated less favourably on the basis of a protected characteristic.
- Provide appropriate training and guidance on equality and diversity for all staff, trustees, and volunteers.
- Embed inclusive principles in recruitment, training, service delivery, and engagement.
- Respond promptly and seriously to any complaints or concerns about discrimination or harassment.
- Celebrate diversity and actively seek ways to include and reflect the communities we serve.

## **6. Specific Responsibilities**

### **Anna Chaplains**

As outlined in their job description, Anna Chaplains are required to:

"Be inclusive and welcoming in approach, treating people with respect and dignity regardless of their background or circumstances, promoting equality and the elimination of discrimination."

### **Volunteers**

Volunteers are expected to:

"Support people of all faiths and none, and ensure no one is excluded from the service due to their ethnicity, gender, sexuality, disability, health needs, social class, or nationality."

### **Befrienders**

Befrienders must:

"Serve and befriend without any discrimination—either directly or indirectly—on the grounds of sex or sexuality, colour, creed, ethnic or national origin, disability, age, marital status, trade union activity, responsibility for dependants, political or religious beliefs."

## **7. Monitoring and Review**

The Board of Trustees will review this policy every three years or in response to relevant changes in law, guidance, or organisational practice. Implementation will be monitored through staff and volunteer feedback, complaints data, and service-user experience.

## Financial Reserves Policy

<b>Policy Name</b>	Financial Reserves Policy
<b>Policy Version</b>	1.4
<b>Date Last Updated</b>	March 2026
<b>To be Renewed</b>	Every 2 years
<b>Date for Next Review</b>	March 2028
<b>Owner</b>	R. Simpson
<b>Reviewer</b>	B Toward
<b>Signed and Authorised by</b>	Chair of Trustees and Trustees
<b>Date Signed off</b>	September 2024

### Overview

We will always hold reserves that are equal or greater than 3 month's worth of costs, including salaries, overheads and redundancy pay. The main purpose is to enable Caraway to give at least one month's notice of termination of its consultants and employees should Caraway have an unexpected drop in income.

As of 2026 this equates to £10,500 ( includes salaries and overheads) which will be kept as designated funds for this purpose. This amount would be updated with staff and salary changes.

Salaries are for 4 staff, all part-time employed, total £9,900 per month.

### Reference

Guidance on how to set a reserves policy for our charity and report on its reserves in our trustees' annual report is provided by the UK Government at the link here:

<https://www.gov.uk/guidance/charity-financial-reserves>

The main element of this guidance is that we set out:

- how much your charity needs to hold in reserve and why
- how often the reserves policy will be reviewed

### Responsibility

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Overall responsibility for this policy and its implementation lies with the Board of Trustees

## **Review**

We will review this policy every two years.

## Fundraising Policy

<b>Policy Name</b>	Fundraising Policy
<b>Policy Version</b>	1.1
<b>Date Last Updated</b>	March 2026
<b>To be Renewed</b>	Every 3 years
<b>Date for Next Review</b>	March 2029
<b>Owner</b>	R. Simpson
<b>Reviewer</b>	B Toward
<b>Signed and Authorised by</b>	Chair of Trustees and Trustees
<b>Date Signed off</b>	July 2025
<b>Linked Policies</b>	Volunteer Policy Social Media Policy

### Overview

#### 1. Purpose

The purpose of this policy is to provide clear principles and procedures to ensure that fundraising activities conducted by or on behalf of Caraway are ethical, transparent, and comply with all relevant laws and regulations.

#### 2. Scope

This policy applies to all fundraising carried out by trustees, staff, volunteers, contractors, or any third party acting on behalf of Caraway.

#### 3. Principles

Caraway is committed to fundraising that is:

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- **Legal:** Compliant with all relevant legislation and regulatory guidance.
- **Open and Transparent:** Clear about where funds go and how they support our mission.
- **Respectful:** Treating donors and the public with fairness and without pressure.
- **Honest and Accountable:** Using donations as intended and reporting on impact.

#### **4. Types of Fundraising Activities**

Fundraising may include (but is not limited to):

- Individual giving (one-time or recurring donations)
- Corporate sponsorship or donations
- Grant applications
- Community events
- Online fundraising (e.g., crowdfunding platforms)
- Legacy giving and wills
- Raffles, lotteries, or auctions (subject to legal requirements)
- Trading or sale of goods for charitable purposes

#### **5. Donor Rights and Communication**

- Donors will be treated with respect and gratitude.
- Personal data will be handled in accordance with our Data Retention Policy.
- Donors have the right to opt out of future communications.
- Donors will not be subjected to undue pressure or misleading information.



- Anonymous donations may be accepted, provided there are no concerns about the source.

## **6. Acceptance and Refusal of Donations**

Caraway reserves the right to decline donations that:

- Are inconsistent with the mission or values of the organization
- Might result in adverse publicity or reputational harm
- Are suspected to be from illegal or unethical sources
- Require unreasonable terms or conditions

## **7. Use of Funds**

- Donations will be used for the purposes stated at the time of solicitation.
- Restricted donations will be used solely for the purpose designated by the donor.
- Unrestricted donations will be applied where the need is greatest.
- Financial records will clearly track how funds are used.

## **8. Third-Party Fundraising**

- Any individual or organization fundraising on behalf of Caraway must have prior written approval.
- Clear agreements must be in place outlining responsibilities and ethical expectations.
- Third-party fundraisers must comply with this policy and any applicable fundraising codes of practice.

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## **9. Monitoring and Accountability**

- Fundraising activities will be overseen by the Board (or delegated committee).
- Regular reports will be provided on fundraising performance and practices.
- Complaints will be handled promptly and respectfully according to our Complaints Policy.

## **10. Review and Compliance**

This policy will be reviewed every 3 years or in response to changes in fundraising regulation or organizational strategy.

Caraway is committed to complying with relevant guidance, including that from:

- UK Fundraising Regulator and Charity Commission

## Grievance and Disciplinary Policy

<b>Policy Name</b>	Grievance and Disciplinary Policy
<b>Policy Version</b>	1.0
<b>Date Last Updated</b>	March 2026
<b>To be Renewed</b>	Every 3 years
<b>Date for Next Review</b>	March 2029
<b>Owner</b>	R. Simpson
<b>Reviewer</b>	B. Toward
<b>Signed and Authorised by</b>	Chair of Trustees and Trustees
<b>Date Signed off</b>	March 2026
<b>Linked Policies</b>	Whistleblowing Policy

### Overview

This policy sets out the procedures for handling grievances and disciplinary matters for staff at Caraway. It is based on the ACAS Code of Practice and guidance from the NCVO reviewed in March 2024. The aim is to ensure issues are dealt with fairly, promptly, and consistently, with respect and compassion.

## 2. Grievance Procedure

### 2.1 Informal Resolution

If you have a grievance or complaint relating to your work, your working relationships, or your working environment, you are encouraged to raise it informally in the first instance. This may be with your line manager, or if more appropriate, with a trustee who will (if appropriate) inform the Chair of Trustees. Many issues can be resolved quickly and amicably at this stage.

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## **2.2 Formal Grievance**

If the matter is serious or cannot be resolved informally, you should submit your grievance in writing to your line manager. If your grievance concerns your line manager and you feel unable to raise it with them, you may submit it to the Chair of Trustees.

## **2.3 Grievance Hearing**

A meeting will be arranged to discuss your grievance. You have the right to be accompanied at this meeting by a work colleague or trade union representative. After the meeting, a written decision will be provided within a reasonable timeframe (normally within 5 working days).

## **2.4 Appeal**

If you are not satisfied with the decision, you may appeal. Appeals should be submitted in writing within 5 working days of receiving the outcome. The appeal will be heard by a more senior manager or a trustee not previously involved in the matter. You will again have the right to be accompanied. The appeal decision will be given in writing and will be final.

## **3. Disciplinary Procedure**

### **3.1 Purpose and Scope**

This procedure is designed to help and encourage all employees to achieve and maintain acceptable standards of conduct, attendance, and performance. It applies to all staff and is implemented by the Caraway Trustees in collaboration with relevant managers.

### **3.2 Principles**

- Informal resolution is the preferred first step.
- No disciplinary action will be taken until a full investigation has been carried out.
- Employees will be informed in writing of the allegations and invited to a disciplinary hearing.
- Employees have the right to be accompanied by a trade union representative or work colleague.
- No employee will be dismissed for a first offence unless it constitutes gross misconduct.
- All employees have the right to appeal.

### **3.3 Informal Action**

Minor issues may be addressed through informal conversations and support. If improvement is required, this will be recorded but not treated as formal disciplinary action.

### **3.4 Formal Procedure**

#### **Stage 1: Improvement Note / First Warning**

Following a hearing with two appointed trustees:

- The employee will receive a written improvement note setting out the concern, required improvement, timescale, and support available.
- The warning will remain on file for 12 months and then be disregarded, subject to sustained improvement.

#### **Stage 2: Final Written Warning**

If the issue is more serious or if there is further misconduct:

- A final written warning will be issued detailing the issue, improvement required, and the consequences of failing to improve.
- The warning will remain on file for 12 months.

#### **Stage 3: Dismissal or Other Sanction**

If there is no satisfactory improvement:

- The employee may face dismissal or another appropriate sanction (e.g. demotion or transfer, if contractually permitted).
- The employee will receive written confirmation including reasons for dismissal, the termination date, and the right to appeal.

### **3.5 Gross Misconduct**

The following are examples of gross misconduct:

- Theft or fraud
- Physical violence or bullying
- Serious damage to property
- Serious misuse of charity property or name
- Accessing offensive or obscene materials
- Serious insubordination
- Harassment or unlawful discrimination
- Serious breach of confidentiality
- Being under the influence of drugs/alcohol at work

- Serious health and safety violations
- Bringing the organisation into serious disrepute

Employees accused of gross misconduct may be suspended on full pay for up to 5 working days while an investigation takes place. If gross misconduct is confirmed, summary dismissal without notice may follow.

### **3.6 Appeals**

Employees may appeal against any disciplinary action. Appeals must be submitted in writing within 5 working days of receiving the decision. An impartial trustee or panel not involved in the original decision will hear the appeal and provide a written outcome, which will be final.

## **4. Review and Oversight**

Overall responsibility for this policy and its implementation lies with the Board of Trustees. The policy will be reviewed every 3 years or in response to changes in legislation or organisational needs.

## Health and Safety Policy

<b>Policy Name</b>	Health and Safety Policy
<b>Policy Version</b>	1.2
<b>Date Last Updated</b>	24.3.26
<b>To be Renewed</b>	Every 3 years
<b>Date for Next Review</b>	24.3.29
<b>Owner</b>	R. Simpson
<b>Reviewer</b>	B. Toward
<b>Signed and Authorised by</b>	Chair of Trustees and Trustees
<b>Date Signed off</b>	November 2019
<b>Linked Policies</b>	

### **A. General Statement of Policy**

Our policy is to: -

- a) provide and maintain safe and healthy working conditions, equipment and systems of work for employees and volunteers and to provide such information, training and supervision as they need for this purpose.
- b) ensure the wellbeing of all whom our employees and volunteers visit and befriend.

### **B. Organisation and responsibilities**

#### **1. Responsibility of the Trustees**

Overall responsibility for health and safety rests with the Trustees who will ensure arrangements are in place to satisfy health and safety regulations and appropriate Codes of Practice. Specific responsibilities are delegated to Ros Simpson as appointed Health & Safety Coordinator.

Responsibility to ensure that the arrangements outlined in this policy are carried out and updated as necessary lies with the Trustees. Trustees are also responsible for ensuring any guidance and observations given by the Health and Safety Coordinator are given sufficient priority and discussion in trustee meetings.

#### **2. Responsibility of the Health and Safety Coordinator**

The responsibility of the Health and Safety Coordinator shall be to:

1. be familiar with the health and safety policy and ensure observance.
2. ensure so far as is reasonably practicable, that safe systems of work are in place.
3. ensure that all equipment and IT hardware is properly maintained and in good condition and that all operators have received the appropriate training.

### **3. Responsibility of employees and voluntary workers**

All employees and voluntary workers have a responsibility to co-operate in the implementation of this health and safety policy and to take reasonable care of themselves and others whilst on Caraway activities.

Employees and voluntary workers must, therefore, comply with safety rules, operating instructions and working procedures.

### **4. Responsible persons**

The responsibility for safety is noted by position as follows. This list is not exhaustive.

<b>Responsibility</b>	<b>Position</b>
Accident book/reporting	Admin staff
Portable electrical appliances	Health and Safety Coordinator
Safeguarding	Chaplain, Safeguarding Officer
Personal safety	Chaplain, Safeguarding Officer
Health and safety training	Volunteer Coordinator

## **C. Arrangements (implementation of the policy)**

This section sets out our arrangements to minimise risks to the health and safety of employees and volunteers.

### **1. Accidents.**

#### **The accident book is kept online**

All accidents and incidents are entered in the Accident Book or on an Accident Report Form and our insurers advised where appropriate. Accident Reports are reviewed at Management Committee meetings. All staff and volunteers should be tasked to complete accident books relating to the venue and to send us an e copy for our records. This is to be held by the safeguarding officer and forms to complete to be attached to the safeguarding policy including near misses and accident.

### **2. Electrical safety**

2.1. Electrical equipment is the responsibility of the person using this equipment. Equipment bought by Caraway should be in good condition, and a record kept of them. A list of all our

portable electrical appliances is maintained by the Coordinator. Unsafe equipment must be removed from use.

### **3. Safeguarding**

Our procedures include the Church of England Safeguarding Policy, as set out at <https://www.churchofengland.org/clergy-office-holders/safeguarding-children-vulnerable-adults/national-policy-practice-guidance.aspx> and in the Caraway Safeguarding Policy.

### **4. Personal Safety for Lone Workers ( please also see the Lone Workers policy )**

4.1 Each Lone Worker will have a buddy who knows the worker's plans for the day, and with whom communication, escape and evade strategies have been agreed beforehand.

4.2 The lead worker will ensure that the first domiciliary visit by any employees or volunteers will never be alone but always accompanied by the Chaplain or approved experienced volunteer, and a risk assessment conducted.

Lone workers should ensure that someone always knows who they are visiting and when and a log kept of visits.

#### **4.4 Lone Workers will:**

- have a charged and switched on mobile phone with them at all times.
- have agreed check in times with the appointed buddy.
- conduct their own risk assessment on the doorstep of a private home before entering, including making a note of how the door opens and closes to enable rapid egress if necessary.
- adhere to a pre-determined and communicated duration of a meeting with a beneficiary.
- Lone workers will be encouraged to pre-arrange a 'danger codeword' with their buddy which can be used in a call, if the person believes they are in danger.' The word should not be identifiable by a third party as a request for help.

## Lone Worker Policy

<b>Policy Name</b>	Lone Worker Policy
<b>Policy Version</b>	1.2
<b>Date Last Updated</b>	March 2026
<b>To be Renewed</b>	Every year
<b>Date for Next Review</b>	March 2029
<b>Owner</b>	R. Simpson
<b>Reviewer</b>	B Toward
<b>Signed and Authorised by</b>	Chair of Trustees and Trustees
<b>Date Signed off</b>	September 2022
<b>Linked Policies</b>	Volunteer Policy Health and Safety Policy Safeguarding Policy

### Overview

#### Introduction

This Lone Worker Policy outlines the actions being taken by Caraway in relation to any workers of Caraway (workers means Trustees, staff, Anna Chaplains and other volunteers) who may at any time work alone, together with the actions we expect of such workers to minimise risks.

The purpose of this Lone Worker Policy is to ensure awareness of the specific risks in working alone and to set out the respective responsibilities of all members of Caraway to minimise such risks.

#### People who work alone

- Any Caraway worker working in an office or venue when no one else is in the building or even in that part of the building;
- A solo Caraway chaplain or volunteer visiting room-bound residents of Care Homes or people on their own in Sheltered Accommodation or private homes;

## **The Possible Risks**

Risks may include the following:

- Physical accident (e.g. from injury, fire, falls when making visits or using kitchen or maintenance equipment when there is no one available to fetch help if necessary)
- Sudden illness, again when there is no one to raise the alarm.
- Physical violence or threat of abuse in any form from a visitor or a beneficiary.
- Sexual behaviour or advances deemed to be inappropriate or threatening.
- Accusations by a visitor of inappropriate behaviour by Caraway workers when there are no witnesses.
- Stress caused by working in isolation or from abusive phone calls or digital media.

## **The Responsibilities of Caraway's Trustees**

- ✓ To show that 'reasonably foreseeable risks' have been identified and updated regularly with appropriate action taken to minimise them.
- ✓ To ensure that there is adequate insurance cover for all lone working and due compliance with standard practices. (For example, an Accident and Incident Book is properly maintained)
- ✓ To equip staff in vulnerable positions with communication tools to ensure they can summon help when needed. (For example, mobile phones - always charged up - when driving or working alone, lists of emergency telephone numbers (including nearby Caraway members))
- ✓ To ensure that each worker feels that Caraway has taken all reasonable steps to ensure their safety. (For example through regular checks by the Chaplain or Coordinator, by members of the Caraway Companion clusters and their buddies, and via proper line management)
- ✓ To offer appropriate training in personal safety to, and inspection of, those who work alone (and on all other issues of health and safety). This should include what to do in the case of fire or suspicion of intruders, how to exit the building quickly and safely, and where to find first aid kits. To keep proper records of those in vulnerable locations with next-of-kin details.
- ✓ To insist that staff and volunteers follow the guidelines laid down on safe lone working. (For example, always notify another when making domiciliary visits)

## **The Responsibilities of staff and volunteers**

- ✓ To avoid placing themselves in unnecessarily dangerous situations. (For example, by visiting in pairs where felt necessary, by not agreeing to meet anyone in an isolated

place, by placing themselves near an exit when dealing with someone who might have behavioural difficulties)

- ✓ To be alert to possible dangers and to minimise risk. (For example, keeping lights on until a building is completely vacated, choosing different routes at different times)
- ✓ To inform others of their movements by keeping a diary or other agreed record of visits being made, and informing others of time expected back for potentially difficult visits, with an agreed action plan for any delayed return.
- ✓ To inform staff of any suspicious behaviour noted or any threats made to them.
- ✓ To avail themselves of all training opportunities provided or recommended by Caraway.
- ✓ To drive responsibly and to keep their vehicles properly insured, tested and maintained, with current breakdown insurance, always with adequate petrol in the tank, and to park in well-lit areas.

#### **Particular factors to be taken into account**

All of these will affect the level of risk in the above cases.

- a. The health of the worker, physically, mentally and emotionally.
- b. The location and remoteness of the beneficiary.
- c. The maintenance and safety of all equipment.
- d. The provision of first aid cover and help that can be summoned easily and quickly.

## Appendix 1

### Lone Working and Home Visiting Good Practice Guidelines

#### PURPOSE

This document highlights areas of potential risk and ways of minimising this risk when visiting people in Registered Homes, their own homes, and other settings as a lone worker.

These Good Practice Guidelines apply to all staff & volunteers involved in Home Visits on behalf of Caraway and Lone Workers.

Personal safety must be the first priority for everyone.

#### BEFORE MAKING A VISIT

- Check the referral to ensure that you are aware of the person's needs and background, and any relevant environmental issues. For example; if there is a history of challenging behaviour, or their environment is hazardous due to poor hygiene or its isolated location..
- Before an initial visit to an unknown person, be advised by the Caraway Coordinator whether you should undertake this alone, or with another chaplain or volunteer
- Only initiate contact with an individual with their full knowledge and permission.
- Make an appointment so that people will have advance notice of your visit.
- Only visit a site as allocated and agreed with the Caraway Coordinator, and after a Risk and Safety Assessment has been carried out by the Health & Safety officer

#### GUIDELINES FOR MANAGING RISK IN PRIVATE HOMES

- Chaplains and volunteers should make their first contact by phone and gain as much information as possible during this contact. Find out if the person is likely to have other people in the house, and who they are.
- Always carry an ID card if you have been given one. If not then take some form of identity linking you to Caraway (*a photo of yourself on Caraway headed paper*). This should be shown to the person that you are visiting prior to entering the property.
- Let someone know where you are going and when to expect you back.
- Keep your mobile on.
- Arrange a time to telephone the person you have told at the end of the visit. This can be done by sending a standard mobile text message after the visit.
- Try to be punctual. Delay or early arrival (even by a few minutes) can be upsetting to the person you are visiting. If you are unavoidably delayed, please ring them and explain the reason for your delay and give an approximate time of arrival.

## Appendix 1 (contd)

### **DURING VISITS**

#### **Communication**

Effective communication can greatly reduce the risk of aggressive, or potentially violent, situations developing.

- ✓ Be aware of tone of voice and body language, cultural issues and sensitivities.
- ✓ If necessary ask the person if they would object to the TV or radio being switched off, as they can be a distraction.
- ✓ Ask the person how s/he would like to be addressed.
- ✓ Remember that you are a guest in someone's home, and that you are there by invitation only.

#### **Precautions**

While acknowledging that some visits cannot be planned in advance and will happen spontaneously, for example: if someone known requests an urgent visit due to a particular concern that they are managing, it is still important take some basic precautions, e.g.,

- Always try to park in a well-lit area and facing the way you need to leave.
- Do not enter the property if you feel unsure or uncomfortable with the situation. Make an excuse such as having left some information in the office, and leave the property promptly. Ensure that you record your concerns and advise your coordinator.
- Always be prepared to leave immediately. Do not take off your coat or unpack any papers until you feel comfortable in the situation.
- Ask for any dogs or other pets to be secured where appropriate (a dog could be used in conversation to defuse an aggressive person, it could also attack you if the owner were to become aggressive)
- As you enter, ask the person to lead the way so you are behind them, not the other way round.
- Do not go upstairs or into any bedrooms, unless the person is bedbound.
- If the person is confined to bed either regularly or temporarily then remember to knock & wait before entering the bedroom. Sit on a chair not on the bed and leave the door ajar. This includes visiting people in care homes as well as private homes.
- Find out if anyone else is in the property and what their relationship is to the person. If applicable, ask if your host has given permission for the third party to be present in the room.
- Never give or accept money or gifts of any kind from the person. If s/he wishes to donate to Caraway it should be done in an official way to the treasurer or through the website donate button. Some vulnerable people will be very eager to please a visitor and may feel obliged to give a gift. Those with poor memory may be particularly affected and try to offer a gift multiple times.



- Never give food or drink unless clearance has first been given by a health professional. This precaution is to avoid the risk of hypoallergenic reaction or choking, because of impaired swallowing mechanisms (dysphagia).
- Explain clearly if and when you will return.

### **After your visit**

- Keep a securely held personal record of visits – date, times, people present, if there are any concerns to pass on etc. This is especially important if you think there may be safeguarding issues present .
- Complete a Caraway Contact Update Form for every 1-2-1 phone conversation or visit that you have with someone.
- If the case is coming to a close - complete a Caraway 'End of Contact' Form and inform your coordinator.



## Privacy Policy

<b>Policy Name</b>	Privacy Policy
<b>Policy Version</b>	1.0
<b>Date Last Updated</b>	March 2026
<b>To be Renewed</b>	Every 3 years
<b>Date for Next Review</b>	March 2029
<b>Owner</b>	R. Simpson
<b>Reviewer</b>	B Toward
<b>Signed and Authorised by</b>	Chair of Trustees and Trustees
<b>Date Signed off</b>	March 2026

### **1. Introduction**

Caraway respects your privacy and is committed to protecting your personal data. This privacy policy outlines how we collect, use, and safeguard the personal information you provide to us, in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

### **2. Who We Are**

Caraway is a registered charity in England and Wales (Charity No. 1177743), delivering ecumenical spiritual care and support for older people across Southampton. For data protection purposes, Caraway is the data controller.

#### **Contact us at:**

Caraway, 59 Brookvale Road, Highfield, Southampton, SO17 1RL

Contact us at [www.caraway.uk.com](http://www.caraway.uk.com)

Registered Charity No. 1177743

R.Simpson - 03/2026 - V1.0



Email: [caraway@caraway.uk.com](mailto:caraway@caraway.uk.com)

Phone: 07535 164014

### **3. What Information We Collect**

We may collect and process the following personal data:

- Name, date of birth, contact details (email, phone, postal address)
- Donation/payment information (processed securely via third parties)
- Health or spiritual data (only with your explicit consent)
- Photographs or video footage (with consent)
- Records of communication and engagement with Caraway
- Technical data (e.g. IP address, browser type, site usage statistics)

### **4. Why We Collect Personal Data**

We use your data to:

- Deliver pastoral, spiritual, or social support services
- Administer volunteer, staff, and trustee records
- Maintain financial records and process Gift Aid claims
- Communicate news, events, and fundraising opportunities (with your consent)
- Conduct surveys and gather feedback
- Fulfil legal obligations, such as reporting to the Charity Commission
- Publicise events and services using anonymised or consented media (photos, video)

### **5. Legal Bases for Processing**

We process personal data based on one or more of the following legal grounds:

- Your explicit consent
- Our legitimate interests in fulfilling our charitable purposes
- Legal obligations (e.g. employment, charity regulation)
- Vital interests (e.g. safeguarding)

Contact us at [www.caraway.uk.com](http://www.caraway.uk.com)

Registered Charity No. 1177743



## 6. Sharing Your Data

Your data will only be shared:

- With trusted third-party service providers (e.g. Mailchimp for newsletters)
- With statutory bodies when legally required (e.g. safeguarding disclosures)
- With your explicit consent in all other cases

We never sell personal data or share it for marketing purposes.

## 7. Data Security

We implement appropriate technical and organisational safeguards:

- Encrypted digital communication and secure databases
- Limited access based on staff and volunteer roles
- Secure storage of paper-based records
- Periodic training on data protection for staff and volunteers

## 8. Data Retention

We retain data only as long as necessary:

- Volunteer and service user records: up to 6 years
- Gift Aid and financial data: 6 years (per HMRC requirements)
- Photos/media: as long as consent is valid or until withdrawn

## 9. Your Rights

You have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate or incomplete data

Contact us at [www.caraway.uk.com](http://www.caraway.uk.com)

Registered Charity No. 1177743



- Withdraw your consent at any time
- Request deletion or restriction of your data
- Object to processing
- Lodge a complaint with the Information Commissioner's Office (ICO)

**ICO contact:** <https://ico.org.uk> / Tel: 0303 123 1113

## **10. Cookies and Website Use**

We use cookies only to enhance website performance and gather anonymous usage statistics. You can control cookie preferences via your browser settings.

## **11. Updates to This Policy**

We will review this policy every 3 years or in response to legal or operational changes. Please check our website for the latest version, or request a printed copy.

## Recruitment and Selection Policy

<b>Policy Name</b>	Recruitment and Selection Policy
<b>Policy Version</b>	1.1
<b>Date Last Updated</b>	March 2026
<b>Date for Review</b>	March 2029
<b>Owner</b>	R. Simpson
<b>Reviewer</b>	B Toward
<b>Signed and Authorised by</b>	Chair of Trustees and Trustees
<b>Date Signed off</b>	February 2023
<b>Linked Policies</b>	Equality and Diversity Policy Data Retention Policy Volunteer Policy

### **Overview**

#### **Policy Statement**

Caraway wishes to appoint the most suitable person in terms of qualifications, experience and skills for each vacant position and seeks to provide equality of opportunity for all candidates in recruitment and selection for all posts.

#### **Purpose**

This policy is designed to support managers in providing a fair, consistent and effective approach to the recruitment and selection of staff.

This policy is intended to meet the requirements of Caraway's Equality and Diversity Policy, the Equality Act 2010 and all other relevant employment legislation.

#### **Scope**

This policy applies to employees of Caraway.

## **Procedure**

### **1 Equal Opportunities**

- 1.1 All recruitment will be in accordance with Caraway's Equality and Diversity Policy.
- 1.2 By its very nature there may be a requirement that some of the roles of Caraway are filled by practising Christians. Caraway will endeavour to only apply this requirement where a genuine occupational reason exists in accordance with the Equality Act 2010 Part 1, Schedule 9.
- 1.3 Recruiting managers are required to comply with this policy and relevant legislation at every stage of the recruitment process including: updating of job descriptions and person specifications, advertisements, instructions given to recruitment agencies, short listing, interviewing, selection decisions and offers of employment. The person specification should state clearly the criteria upon which decisions will be based.
- 1.4 Caraway uses the Disclosure & Barring Service (DBS) to assess job applicants' suitability for positions of trust. Caraway aims to comply fully with the DBS Code of Practice and not to discriminate unfairly against anyone who is the subject of a Disclosure on the basis of conviction or other information revealed. See Appendix 1.

### **2 Vacancy**

- 2.1 The individual authorising the start of recruitment activity should satisfy him/herself that the following questions have been addressed and appropriate answers given:
    - 2.1.1 Is this role relevant and needed?
    - 2.1.2 Could the work be done differently or by someone else?
    - 2.1.3 Does the vacancy provide an opportunity to look more generally at structure and roles?
    - 2.1.4 Is the Job Description an accurate reflection of the job that needs doing?
    - 2.1.5 Is the Person Specification appropriate?
    - 2.1.6 Is the need for this role permanent or temporary?
    - 2.1.7 Could the vacancy be covered by a temporary secondment?
- A Job Description should be produced/revised for the vacancy which provides a fair and accurate representation of the role. The Job Description will include a clearly drafted person specification which provides the criteria by which candidates can be assessed as to their suitability for the role

### **3 Recruitment Plan**

- 3.1 Once the Job Description and Person Specification have been finalised and authorisation to recruit has been given, the recruiting manager will draw up a recruitment plan in consultation with a Trustee responsible for Human Resources. The following items should be agreed:

- 3.1.1 format of advertisement;
- 3.1.2 when and where to advertise;
- 3.1.3 content of candidate pack;
- 3.1.4 to whom applications should be sent;
- 3.1.5 deadline for nominations (if applicable);
- 3.1.6 deadline for applications;
- 3.1.7 composition of the appointment panel;
- 3.1.8 date by which the short-listing panel will receive copies of applications;
- 3.1.9 date by which short-listing panel are required to return scores;
- 3.1.10 any tests, presentations that candidates will be required to complete before or at interview;
- 3.1.11 date, location and attendees (other than candidates) for short listing meeting (if applicable); and
- 3.1.12 date, location and attendees (other than candidates) for interviews.

#### **4 Application Process**

- 4.1 Applications will be made by completion of the Caraway application form which will be included in the application pack. This approach ensures that comparable information is received for each applicant. Where appropriate a CV will be requested in addition to the application form.
- 4.2 A closing date and time for each vacancy will be clearly stated. The convenor of the selection panel may at his/her absolute discretion agree to consider applications received after the closing date/time.

#### **5 Interview/Appointment Panels**

- 5.1 The number of people required to be on the interview/appointment panel will depend on the particular post, however, normally the following will apply:
  - 5.1.1 For support staff a minimum of 2 people from :
    - 5.1.1.1 A Project Manager;
    - 5.1.1.2 a current employee;
    - 5.1.1.3 a Trustee;
  - 5.1.2 For first line managers a minimum of 2 (but generally not more than 3) people from :
    - 5.1.2.1 A Project Manager;
    - 5.1.2.2 a current employee;
    - 5.1.2.3 a Trustee;
- 5.2 Consideration may also be given to the desirability of candidates meeting other team members in a less formal way.

## **6 Advertising a Vacancy**

- 6.1 Caraway needs to balance the desire to open up a vacancy to the widest possible pool of candidates by advertising extensively with the cost and time of so-doing.
- 6.2 All vacancies will normally be advertised for a minimum period of 10 days.
- 6.3 Where more extensive advertising is indicated and/or time permits, vacancies will be advertised on other organisations websites and, if appropriate, on other recruitment boards and in print media relevant to the role.

## **7 Recruitment Pack**

- 7.1 Caraway will prepare a recruitment pack to include:
  - 7.1.1 Job Description and Person Specification;
  - 7.1.2 advertisement;
  - 7.1.3 application form (where applicable);
  - 7.1.4 equal opportunities monitoring form;
  - 7.1.5 timetable; and
  - 7.1.6 terms and conditions of employment.
- 7.2 the Recruitment pack will be made available on Caraway's website.

## **8 Short-listing**

- 8.1 Short-listing of applicants by the panel members can either be carried out remotely (by email) or at a short-listing meeting.
- 8.2 As soon as possible after the closing date, panel members will be sent (usually by email) the application forms and information required to complete the short-listing exercise.
- 8.3 Short-listing allows the panel members to identify candidates who have demonstrated they meet the requirements of the post specified in the person specification.
- 8.4 Short-listing needs a consistent approach. Caraway uses a short-listing grid. The applicant is measured against the criteria in the Person Specification. Each applicant is scored according to the rating assigned to each criterion of the Person Specification. This assessment is used as a basis to decide which candidates will be called for interview.
- 8.5 Caraway will contact both the unsuccessful and successful candidates as soon as possible after the short-listing process has been completed. Wherever possible a minimum of 1 week's notice will be given to those candidates invited for interview.

## **9 Interviews**

- 9.1 Arrangements for the interview: location, facilities etc will be made by the Project Manager .
- 9.2 The Trustee responsible for HR will provide advice and support as necessary during the interview process. The convenor of the panel is responsible for ensuring that interviews are conducted fairly and objectively and for keeping written records of interviews i.e. questions, answers, scoring and rationales for decisions. The interview notes are to be retained securely by Caraway for a period of six months after the interview and then confidentially destroyed.

## **10 Offer of Employment**

- 11.1 Once the preferred candidate has been decided, the convenor will make an oral offer to the candidate, conditional on the receipt of satisfactory pre-employments checks. The convenor will also contact the unsuccessful candidates and offer feedback.
- 11.2 The convenor will then prepare and send out an offer letter and contract of employment .
- 11.3 Offers of employment are conditional and subject to satisfactory references, verification of qualifications and the right to work and any other checks as appropriate, such as Disclosure & Barring Service checks.

## **11 References**

- 12.1 All employment offers are conditional upon receipt of two satisfactory references. One of the referees should be the applicant's present or most recent employer. The other should be another person who is able to comment on the applicant's ability to perform the role.
- 12.2 Referees will usually be sought once an offer of employment is made; however for some senior positions, with the applicants' consent, referees may be approached prior to interview. References received may be taken into account when making the selection decision.
- 12.3 References will usually be sought in writing in a standard format although details may be checked or clarified by telephone where necessary. If a response to a written request for a reference is not received, Caraway will telephone the referee and will seek an oral reference instead.
- 12.4 If satisfactory references are not received within a reasonable timescale Caraway may choose to withdraw the offer of employment.



## **12 Commencing Employment and Induction**

- 12.1 The line manager will agree a mutually convenient start date with the new employee.
- 12.2 The line manager will then prepare a comprehensive induction programme for the new employee.

## Appendix 1 - DBS Checks and the Recruitment of Ex-Offenders

- a) A DBS check is only required when it is both proportionate and relevant to the position concerned. **For those positions where a DBS check is required, the advert, application form and application pack information will contain a statement that a DBS check will be sought in the event of the individual being offered the position.**
- b) Where a DBS check forms part of the recruitment process, all applicants called for interview are encouraged to provide details of any criminal record at an early stage in the application process. This information will only be made available to those who need it as part of the recruitment process.
- c) Caraway will endeavour to ensure that all those who are involved in the recruitment process will have suitable guidance to enable them to identify and assess the relevance of the offence in relation to the position applied for. They will receive appropriate guidance on the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974.
- d) At interview or in a later separate discussion, an open and measured discussion will take place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position applied for could lead to withdrawal of an offer of employment.
- e) Any matter revealed in a DBS check will be discussed with the person seeking the position before withdrawing a conditional offer of employment.
- f) We make every subject of a DBS Disclosure aware of the existence of the DBS Code of Practice and make a copy available on request. Having a criminal record will not necessarily bar an individual from working for Caraway. This will depend on the nature of the job, the outcome of any DBS disclosure and/or check of the DBS Barred Lists, and/or the circumstances and background of the offences.





### Risk Management Policy

<b>Policy Name</b>	Risk Management Policy
<b>Policy Version</b>	1.1
<b>Date Last Updated</b>	March 2026
<b>To be Renewed</b>	Every 3 years
<b>Date for Next Review</b>	March 2029
<b>Owner</b>	R. Simpson
<b>Reviewer</b>	B Toward
<b>Signed and Authorised by</b>	Chair of Trustees and Trustees
<b>Date Signed off</b>	January 2021
<b>Linked Policies</b>	Serious Incident Report Policy Volunteer Policy



Objective	Key issues?	How does this impact our objective?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?
1. Grow	Recruiting sufficient volunteers	Not enough people come forward for training and working as a volunteer for all projects.	<ul style="list-style-type: none"> <li>• Running effective projects that work well</li> <li>• Developing excellent training that people love + Online</li> <li>• Developing a growing group of trained passionate trainers</li> <li>• Website / email / profile at key events etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Developing project based communications</li> <li>• Increase publicity to attract volunteers</li> <li>• Develop support for volunteers</li> </ul>	Core Team	
	Attracting a wide variety of older participants and their carers.	<ul style="list-style-type: none"> <li>• Not enough new people from new areas of the city and from all backgrounds come to planned events or receive resources.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Project Leaders publicise locally</li> <li><input type="checkbox"/> Core team publicise via website</li> <li><input type="checkbox"/> Potential attendees flag their wish to join in through "sign up" or by email or phone call.</li> <li><input type="checkbox"/> Publicise our events and projects via website, mailchimp and social media</li> </ul>	Direct publicity towards website Develop website use for volunteers and service users.	Core Team And project leaders	



	Recruiting diverse Volunteers and attracting diverse clients or participants	We currently have a white, middle class, middle aged and female bias that limits our potential reach.	<ul style="list-style-type: none"> <li>Considering what our response should be to this challenge</li> </ul>	<ul style="list-style-type: none"> <li>Understand more about Anna Chaplaincy application to other social groupings.</li> <li>Develop contacts with BAME church members / interested parties.</li> <li>Increase diversity in our resources</li> </ul>	Anna Chaplains	
	Cost of employed staff	This is limiting our ability to increase the Anna Chaplaincy work to new areas.	<ul style="list-style-type: none"> <li>Seeking funding to enable growth of the chaplaincy network in the future</li> </ul>	Develop and perform a fundraising strategy.	Core team	
	Lack of core group workers to engage with development of the Chaplaincy and Care Home work.	We need to walk before we can run, and may overcommit and lack strategic planning due to lack of core group workers and the effectiveness of these.		Seek to expand trustee body and to engage existing contacts in better more integrated ways. Don't take on too much work that cannot or is unlikely to be delegated.	Core team	

Objective	Key issues?	How does this impact our objective?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?
2. Increase income	Obtaining sufficient income to fund our activities and staff.	We run out of money and have to cut back or cancel some of our activities	Applying for various grants to support the projects and staff.	Develop fundraising strategy and enact it to attract regular givers. .	Core Team	



Objective	Key issues?	How does this impact our objective?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?
3. Increase satisfaction with projects done, and planned & commitment of supporters	Lack of evaluation processes and strategy Lack of agreed Key Performance Indices (KPIs)	We don't have data and documents to support and feedback to grant givers.		Ensure consistent updating of the course	Core Team	
	Maintaining Volunteer, core team and supporter interest	We are unsure about our capacity to respond to projects' needs.	<ul style="list-style-type: none"> <li>Producing a regular newsletter.               <ul style="list-style-type: none"> <li>Annual refresh and resource day open to all and aimed at workers and volunteers for work with older people's spiritual needs.</li> </ul> </li> <li>Have appointed volunteer coordinator who will value volunteers.</li> </ul>	<ul style="list-style-type: none"> <li>Develop email newsletter and volunteer communications policy and timetable</li> <li>Link social media, website and newsletters more seamlessly.</li> </ul>	Core Team	

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Objective	Key issues?	How does this impact our objective?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?
4. Maintain integrity of the charity.	Keep policies and governance of charity up to date and reviewed	We need to know about required documents or policies and associated processes for reporting	<ul style="list-style-type: none"> <li>Reviewing policies</li> </ul>	Continue to develop and review our systems	Chair and treasurer and core team	ongoing

Objective	Key issues?	How does this impact our objective?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?



5. Increase productivity	Make sure our processes are as good as they can be	Excessive re-work wastes key management time and distracts from other key activities	<ul style="list-style-type: none"> <li>Database developed by administrators .</li> <li>Established the discipline of keeping all process data centrally (and in one place) so that we minimise errors and the confusion generated by old or out of date data.</li> </ul>	<ul style="list-style-type: none"> <li>Develop standard emails that we send out to enquirers / new sign ups etc.</li> <li>Providing all the opportunity to provide their contact details and evaluations via web forms to minimise transcription errors and time retyping handwritten sheets</li> <li>Expand use of such automated processes to more volunteers, core team and acs.</li> </ul>	Core Team	ongoing
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Objective	Key issues?	How does this impact our objective?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?
7. Reduce exposure	Safeguarding	People coming to our events or training may be harmed by others	<ul style="list-style-type: none"> <li>Volunteers and employees are DBS checked.</li> <li>Volunteers and employees are safeguarding trained.</li> </ul>	<ul style="list-style-type: none"> <li>Project leaders supervise volunteers so that they do are supported in their interaction</li> </ul>		
		People coming to our events who are exhibiting signs of abuse or neglect fail to get identified and offered help.	<ul style="list-style-type: none"> <li>We train our leaders on spotting the signs.</li> <li>Policy on reporting and acting on safeguarding concerns drafted and agreed by management &amp; Trustees</li> </ul>	<ul style="list-style-type: none"> <li>Develop further how we train our leaders on spotting the signs.</li> </ul>		
		<ul style="list-style-type: none"> <li>People in care homes may feel affected by our work with them.</li> </ul>	<input type="checkbox"/> these risks are the responsibility of the relevant care home, and those who performed the input. .	Ensure that our volunteers do the online safeguarding training with the Winchester Diocese.		



	Key person risk	Caraway impacted by loss of key core team people	<ul style="list-style-type: none"> <li>We have reviewed and adjusted hours of core team members to reflect the increasing demands of their roles</li> </ul>	Review hourly rates to ensure we maximise the chance of retaining key individuals. Review trustees terms in good time.	Trustees	
	Compliance	We fail to comply with financial reporting requirements which impacts our status and ability to seek funding	<ul style="list-style-type: none"> <li>Annual accounts reviewed by appropriate appointed person.</li> </ul>	Develop to enable reporting by activities and projects and simplify reporting to grant making bodies and other stakeholders.		
	Insurance	We may be exposed to a credible but currently uninsured risk that could result in a liability we are unable to meet	<ul style="list-style-type: none"> <li>Appropriate insurance obtained and maintained.</li> </ul>	No		
	Exposure of sensitive personal data	We fail to protect sensitive personal data which impacts our credibility with supporters and funders	<ul style="list-style-type: none"> <li>GDPR compliant data protection policy implemented</li> </ul>	No		
	Complaints	We fail to deal with or learn appropriately from complaints	Complaints policy in place	Complaints policy published on our website		
	Grievance	We fail to deal with or learn appropriately from grievances from our people	<ul style="list-style-type: none"> <li>Grievance policy in place</li> </ul>	No		

Objective	Key issues?	How does this impact our objective?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?
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8. Develop our people	Get the best from the time our volunteers can give us	Folk may either lack knowledge of Caraway or how best to help that impacts the extent that they can help and the extent that they enjoy helping.	<ul style="list-style-type: none"> <li>● Annual refresh day</li> <li>● Team ethos of sharing knowledge / experience / encouragement</li> <li>● Facebook page</li> <li>●</li> </ul>	Training core team on our core internal systems		
	Over Reliance on key person	Key processes fail due to knowledge or skills that disappear when that person moves on.	<ul style="list-style-type: none"> <li>● Discipline of recording what we do</li> <li>● Discipline of keeping key data in one place and accessible to all who need it</li> <li>● Discipline of communicating within core team and beyond.</li> <li>● Good will of past team members making themselves available to answer questions.</li> </ul>			

## Safeguarding Policy

<b>Policy Name</b>	Safeguarding Policy
<b>Policy Version</b>	1.4
<b>Date Last Updated</b>	January 2023, October 2025, Feb 2026
<b>To be Renewed</b>	Every year
<b>Date for Next Review</b>	February 2027
<b>Owner</b>	B. Toward
<b>Reviewer</b>	Chair of Trustees
<b>Signed and Authorised by</b>	Chair of Trustees and Trustees
<b>Date Signed off</b>	January 2023
<b>Linked Policies</b>	Risk Management Policy Volunteer Policy Health and Safety Policy Serious Incident Reporting Policy

### **Overview**

This policy sets out the steps Caraway takes to protect those who use our services, our staff, volunteers, and anyone else who comes into contact with our organisation, from available harm.

It defines how Caraway ensures it discharges its responsibilities for safeguarding adults at risk of harm and complies with national legislation and guidance including guidance issued by charity regulators in England.

### **Scope**

This policy applies to anyone working on behalf of Caraway including the board of Trustees, all Caraway employees including sessional workers and volunteers, and all those who use and come into contact with our organisation.

### **The purpose of this policy statement**

The overall aim of Caraway is to provide tools for spiritual care and support to older people in Southampton City. Alongside this, we work in partnership with local health providers to run and develop local memory cafes and befriending service to those living with dementia and their carers.



To support this work, we have developed and provide training and supervision for Anna Chaplains. We also provide training for our volunteers and others specific to their roles which supplements the safeguarding training which is provided through Winchester Diocese. This policy covers our work in these areas.

The aims of this policy are:-

- to protect vulnerable adults, who receive Caraway's services, from harm.
- to provide staff and volunteers, vulnerable adults and their families, with the overarching principles that guide our approach to adult safeguarding.

### **Commitment to Care Act 2014 principles of Adult Safeguarding**

Caraway is committed to the following principles in all aspects of its safeguarding work:

- **Empowerment:** putting people first and helping those who lack mental capacity feel involved and informed.
- **Protection:** supporting victims so they can take action.
- **Prevention:** responding quickly to suspected cases of abuse.
- **Proportionality:** making sure what we do is appropriate to the situation and for the individual.
- **Partnership:** sharing the right information in the right way.
- **Accountability:** making sure all agencies have a clear role.



**We believe that:**

vulnerable adults and older adults should never experience abuse of any kind.

We have a responsibility to promote the welfare of all vulnerable adults and older people, to keep them safe and to work with them in a way that protects them.

**We recognise that:**

- the welfare of vulnerable adults and older people is paramount in all the work we do and in all the decisions we take. All our people regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have an equal right to protection from all types of harm or abuse.
- some vulnerable adults and older people are additionally vulnerable because of the impact of previous experiences, current illnesses (such as dementia), their level of dependency, communication needs or other issues. Mental capacity and a person's ability to give informed consent are at the heart of the decisions and actions taken by Caraway under this safeguarding policy. Every time we become involved in a safeguarding issue, we need to consider the ability of adults to make informed choices about the way they want to live and the risks they want to take.
- working in partnership with these people and their families and friends and other agencies is essential in promoting their welfare.

**We will seek to keep vulnerable adults and older people safe by:**

- valuing, listening to and respecting them.
- appointing a nominated lead trustee/board member for safeguarding.
- adopting safeguarding best practice through our policies, procedures and code of conduct for staff and volunteers.
- developing and implementing an effective online safety policy and related procedures.
- providing effective management for staff and volunteers through supervision, support, training and quality assurance measures so that all staff and volunteers know about and follow our policies, procedures and behaviour codes confidently and competently.
- recruiting and selecting staff and volunteers safely, ensuring all necessary checks are made.
- recording, storing, and using information professionally and securely, in line with data protection legislation and guidance.
- making sure that vulnerable adults and older people know where to go for help if they have a concern.
- using our safeguarding procedures to share concerns and relevant information with agencies who need to know and involving vulnerable adults and carers appropriately.
- using our procedures to manage any allegations against staff and volunteers appropriately.
- creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us deal effectively with any bullying that does arise.
- ensuring that we have effective complaints and whistleblowing measures in place.
- building a safeguarding culture where staff and volunteers, vulnerable adults, and their families, treat each other with respect and are comfortable about sharing concerns.



## Recruitment

- We will ensure that those who join our organisations are suitable for their role.
- We will do this by making sure that all staff/ volunteers have the appropriate level of DBS check.
- That our job descriptions are a good reflection of what is expected of the role and includes the values behaviours and skills we are seeking.
- Applicants' references are checked carefully.
- All volunteers have an induction which includes safeguarding information.

## Training

- Caraway is responsible for ensuring all staff and volunteers receive safeguarding training that supports their role and responsibilities. Staff must participate in mandatory training when required. We will monitor the completion of safeguarding training by our staff and volunteers.
- Basic safeguarding training is offered via Winchester Diocese and all staff and volunteers are expected to complete this. This includes recognising the signs and symptoms of abuse.
- Some staff will need more extensive training for their roles, and this will be accessed via in house provision, the local Adult Safeguarding Board, the diocese or specialist training providers.
- We encourage staff/volunteers/partners to speak up if they have any concerns about the organisation. We get regular feedback from our volunteers through formal reflective group sessions and individual discussion. Staff have formal supervision and clear line management. *If it cannot be dealt with through internal escalation, then we encourage them to use the whistleblowing policy.*

## Dissemination

This policy will be available to all staff via the website. It must be disseminated to local volunteers at the induction and be available via the local groups in which they volunteer. If someone is unsure about the policy or does not understand it then we will make someone available to assist them.

## Partnerships (will give consideration to...)

Any allegation in the context of work undertaken whilst under the remit of their Caraway role, involving a staff or volunteer member who works for Caraway or in Partnership with Caraway needs to be disclosed to Caraway using our incident reporting process. Similarly, any allegation disclosed to Caraway may be shared with organisations who we partner with for information pertaining to that individual.

## DBS

All volunteers and staff will have a completed DBS check as part of their induction process. These will be renewed:

Staff and those working in a one-to-one scenario - every 3 years

Volunteers - every 5 years

Caraway will check that a DBS is in place for those chaplains or volunteers working one-to-one and for whom Caraway has oversight.



## Responsibilities / Governance

### Trustee Board

Protecting and safeguarding responsibilities are a governance priority for all charities. Trustees must take reasonable steps to protect people who come into contact with Caraway.

The trustees have the responsibility to oversee that Caraway is meeting all its regulatory requirements in relation to safeguarding and therefore they will appoint a member of the board as safeguarding lead.

The Trustees will provide assurance that all safeguarding requirements are met by ensuring the development and review of the safeguarding policy annually.

The trustees will have safeguarding as a standing item on their agenda and will receive formal notification and reporting of safeguarding incidents (redacted to maintain individual confidentiality)

***The Trustees will be updated annually of the training compliance.***

***All Trustees will undertake safeguarding training***

Caraway Chair of Trustees is Dr Esther Clift

Caraway Safeguarding Lead is Barry Toward [barry.toward@caraway.uk.com](mailto:barry.toward@caraway.uk.com)

Version	Version1.4 (replacing previous version 1.2023)
Type	Safeguarding Policy
Ratified by Trustees	
Reviewed	
Author	Ros Simpson
Relevant	All in organisation

Appendices:

**Appendix A:** What constitutes abuse.

**Appendix B:** Guidance on how to spot signs of abuse and neglect.

**Appendix C:** Guidance on how to act on, record and report safeguarding concerns.

**Appendix D:** Form to use to record and report safeguarding concerns.

## Appendix A: *What constitutes Abuse/ Neglect in Adults.*

There are many forms of abuse and neglect, including:

- **Physical abuse:** This can include being assaulted, hit, slapped, pushed, restrained, being denied food or water, or not being helped to go to the bathroom when an individual needs to go. It can also include misuse of medication.
- **Psychological abuse:** This includes someone emotionally abusing or threatening to hurt or abandon an individual, stopping them from seeing people, and humiliating, blaming, controlling, intimidating, or harassing them. It also includes verbal abuse, cyber bullying, and isolation, or an unreasonable and unjustified withdrawal of services or support networks.
- **Domestic abuse:** This is typically an incident or pattern of incidents of controlling, coercive or threatening behaviour, violence, physical, psychological, sexual, financial abuse, between adults who are, or have been, intimate partners or family members regardless of gender or sexuality.
- **Discriminatory abuse:** This includes some forms of harassment, slurs, or similar unfair treatment. Or unequal treatment relating to race, gender and gender identity, age, disability, sexual orientation, or religion (known as protected characteristics under the Equality Act 2010).
- **Financial abuse:** This could be someone stealing money or other valuables from an individual, or it might be someone appointed to look after money on behalf of an individual using the money inappropriately or coercing them into spending it in a way they are not happy with (including wills, property inheritance). Internet scams and doorstep crime are also common forms of financial abuse.
- **Neglect:** Neglect is also a form of abuse. Neglect includes not being provided with enough food or the right kind of food, or not being taken proper care of. Leaving an individual without help to wash or change dirty or wet clothes. It can include acts of omission such as withholding the necessities of life such as medication or heating or not getting an individual to a doctor or other health services when they need one.
- **Sexual abuse:** This includes indecent exposure, sexual harassment, inappropriate looking or touching, as well as rape. Sexual teasing or innuendo, subjection to pornography.
- **Organisational Abuse:** Neglect and poor care practice within an institution or specific care setting such as a care home, for example, or in relation to care providers in a person's own home. This may range from one off incidents to on-going ill treatment. It can be through neglect or poor professional practice resulting from the structure, policies, processes and practices within an organisation.
- **Self-Neglect (England and Scotland):** Neglecting to care for one's personal hygiene, health or surroundings. Includes behaviour such as hoarding. A decision on whether a response is required by the local authority under safeguarding will depend on the adult's ability to protect themselves by controlling their own behaviour. There may come a point when they are no longer able to do this, without external support.

## **Appendix B: How to spot signs and symptoms of abuse.**

Spotting signs of abuse in older people and vulnerable adults:

- It is not always easy to spot the symptoms of abuse. Someone being abused may make excuses for why they are bruised, they do not want to go out or talk to people, or they are short of money.
- It is important to know the signs of abuse and, where they are identified, gently share your concerns with the person being abused. If you wait, hoping the person will tell you what has been happening to them, you could delay matters and allow the abuse to continue.
- If you suspect abuse or neglect, you should make a note of what you have noticed and the action you have taken as soon as is practical and while your memory is fresh.
- Behavioural signs of abuse include:
  - becoming quiet and withdrawn
  - being aggressive or angry for no obvious reason
  - looking unkempt, dirty, or thinner than usual
  - sudden changes in normal character, such as appearing helpless, depressed, or tearful
  - physical signs of abuse, such as bruises, wounds, fractures, and other untreated injuries
  - the same injuries happening more than once
  - not wanting to be left on their own or alone with particular people
  - being unusually light-hearted and insisting there is nothing wrong
- Other signs to watch out for include a sudden change in their finances, not having as much money as usual to pay for shopping or regular outings or getting into debt.

If you feel someone you know is showing signs of abuse, talk to them to see if there is anything you can do to help. If they are being abused, they may not want to talk about it straight away, especially if they have become used to making excuses for their injuries or change in personality.

Be familiar with the section in the Caraway volunteers' manual about what to do when a person discloses abuse to you but is at risk of more harm occurring to themselves or others, and what to do when a significant other, family member, carer etc raises a concern to you in private about a person.

Ask for advice when this happens from a Caraway colleague or family member of the person concerned that the person consents to you speaking to.

Complete a form as in appendix B of this policy and return it electronically to [caraway@caraway.uk.com](mailto:caraway@caraway.uk.com) or via the website.

The Caraway safeguarding lead is Barry Toward [barry.toward@caraway.uk.com](mailto:barry.toward@caraway.uk.com)

Have telephone numbers or email contact with the local safeguarding team for children or adults as appropriate for specialist advice. (Multi-Agency Safeguarding Hub for your county).

### **Appendix C: Guidance on how to act.**

I am worried about someone who may be experiencing abuse or neglect. What should I do?

- ***If a person is seriously hurt or injured phone 999.***
- Start by talking to the person in private if you feel able to do so. Mention some of the things that concern you – for instance, that they have become depressed and withdrawn, have been inappropriately losing weight or seem to be short of money.
- Let them talk as much as they want to, but be mindful that if they've been abused, they may be reluctant to talk about it because they're afraid of making the situation worse, because they don't want to cause trouble, or they might be experiencing coercion by someone or being threatened in some way.
- It is best not to promise the person you will not tell anyone what you have heard. If an adult is being abused or neglected, it is important to find help for them and stop the harm. Stay calm while the person is talking, even if you are upset by what you hear, otherwise they may become more upset themselves and stop telling you what has been going on.
- It can be very difficult for an abused or neglected person to talk about what has been happening to them. Unless you are concerned for their immediate health and safety and feel it is vital to act straight away, give them time to think about what they would like to do.
- If you are right and the person has been abused or neglected, ask them what they would like you to do. Say you can seek some help on their behalf if they want or if it is difficult for them to do so themselves. It is important to listen to what they say and not to charge into action if this is not what they want. Do not assume someone else is doing something!
- And finally ensure that you have noted your concerns and that you have acted as soon as is practical and while your memory is fresh. Please use the form in appendix D.



**Appendix D: Form to use to record and report safeguarding concerns.**

Details of person who may have been abused:	
Name:	
Male or Female:	
Address:	
Telephone Number:	
Details of person making this report:	
Name:	
Telephone Number:	
Email Address:	
Date:	
Describe your concerns (If anyone else had similar concerns or was a witness to what you observed, including any actions you took, please also note their names and contact details.)	
Describe any action you have taken to act on your concern such as discussing the concern with the vulnerable adult.	

Now send this form to Barry Toward at [barry.toward@caraway.uk.com](mailto:barry.toward@caraway.uk.com) or [caraway@caraway.uk.com](mailto:caraway@caraway.uk.com)



## What to do if you have a concern and wish to report it to Caraway:

### 1. Is this an accident, incident or near miss?

If so, complete the Incident and Near Miss form and send to [caraway@caraway.uk.com](mailto:caraway@caraway.uk.com)

### 2. Is this a concern about possible safeguarding event regarding a situation you have been involved in?

Do you want to discuss this on the telephone confidentially with a Caraway lead person? If yes call the Caraway phone on 07535 164014 and leave a message. Someone from the Caraway core team will ring you back in the next few days. Or send an email request for a telephone call to [barry.toward@caraway.uk.com](mailto:barry.toward@caraway.uk.com) or [caraway@caraway.uk.com](mailto:caraway@caraway.uk.com)

3. **After the discussion or as a first line if not too serious**, complete the Safeguarding Concerns Report form electronically and send on an email to [barry.toward@caraway.uk.com](mailto:barry.toward@caraway.uk.com) or [caraway@caraway.uk.com](mailto:caraway@caraway.uk.com)

4. **On receipt of the form, it will be reviewed by a lead person and they will get back to you with their advice.**

**If you think a vulnerable adult is in immediate danger from a potential abuse situation that requires urgent action, you can telephone the Adult Social Services and tell them of your concern.**

Anyone who has concerns that an adult who may have care and support needs is at risk of or experiencing abuse and neglect, can raise their concerns with the local authority.

Southampton Adult Social Care: 023 8083 3003 or 02380 233344 out of hours.

There is an online reporting form at this page:

<https://www.southampton.gov.uk/adult-social-care/care-info-professionals/southampton-safeguarding-adults-board/professionals/themes-guidance-and-toolkits/safeguarding-concerns/>

**If you think a crime has been committed please telephone the police on 101 or complete a crime report form online at <https://www.hampshire.police.uk/ro/report/ocr/af/how-to-report-a-crime/> or <https://www.hampshire.police.uk/contact/af/contact-us-beta/contact-us/>**

**If they have had an injury or illness, call a their GP doctors surgery or summon an ambulance on 999**

Information about how Social Services assess reports about adult safeguarding concerns can be found here:

[Making decisions on the duty to carry out Safeguarding Adults enquiries | Local Government Association](#)



## Incident & near miss: Caraway Report form

The template below provides an example of a form used to record details of an incident or near miss. The form is to be completed by the session lead, and be sent to Caraway Admin on [caraway@caraway.uk.com](mailto:caraway@caraway.uk.com) Please keep a copy for your own records. You are encouraged to follow up with the people concerned.

### NOTES:

- The form is designed to capture information and does not detail subsequent or associated actions that may be required, such as reviews or investigations.
- The nature of the issue raised or being reported may necessitate differing follow-up protocols.
- A report form such as this should contribute to, and be an integral part of, the safeguarding policy and [a robust protocol for reporting, responding to & learning from incidents and concerns](#).

## Incident & near miss report form

This form is designed to report ALL significant incidents, as well as near misses or close calls. It should be completed by the worker who witnessed the incident, was most directly involved or who provided first aid if relevant. Once completed it must be submitted as per the organisation's reporting protocols.		Session and date
Name & role of person completing this form:		
Event/café name:		Date form is completed:
Event Category (please circle): [e.g. MAJOR / SIGNIFICANT / MINOR – this should link to organisational protocols]	Nature of event (please circle): [e.g. Medical / near miss / behavioural / missing person / loss or damage to property / data loss or breach - should link to organisational protocols]	
Incident Details: Date/ Time:	Group name:	
Names of person(s) involved: Consider anonymising in sensitive cases where this will not negatively impact the ability to take immediate response actions:	Nature of involvement: (i.e. injured party, witness, alleged perpetrator etc):	
Location of incident:	Details of Conditions if relevant (e.g. weather):	



Description of what happened and how it happened (continue on separate sheet if necessary):  
 (N.B. Consider including 3<sup>rd</sup> party accounts of the event as an annex if applicable or helpful. Include the reference number on each accompanying account)

**Outcome of event & immediate actions taken: tick box where relevant**

Ambulance required? Y/N  Name of hospital / medical facility attended if applicable:  Police/fire/rescue services attended? Y/N  Notes:	First aid treatment provided: and by whom	Medication given:
Any resulting change of plans or disruption to the programme, if applicable:	Actions taken	Were any immediate changes to risk management procedures made?

**Caraway Manager comments** (actions taken / impact on rest of programme /external agency involvement / initial lessons learned):

Signed By Author:	Name:	Date:
Signed By Caraway Manager:	Name:	Date:

**For Office Use Only:**

Follow-up action required:		
Action:	Due date:	Whom responsible:

## Serious Incident Reporting Policy

<b>Policy Name</b>	Serious Incident Reporting Policy
<b>Policy Version</b>	1.0
<b>Date Last Updated</b>	March 2026
<b>To be Renewed</b>	Every 3 years
<b>Date for Next Review</b>	March 2029
<b>Owner</b>	R. Simpson
<b>Reviewer</b>	B Toward
<b>Signed and Authorised by</b>	Chair of Trustees and Trustees
<b>Date Signed off</b>	March 2026
<b>Linked Policies</b>	Safeguarding Policy

### 1. Purpose

This policy sets out how Caraway identifies, manages, and reports serious incidents. The purpose is to ensure that serious incidents are handled effectively, transparently, and in line with the charity's legal and regulatory obligations.

### 2. What is a Serious Incident?

A serious incident is an adverse event, whether actual or alleged, that results in or risks significant harm to:

- The people the charity works with (e.g., beneficiaries, staff, volunteers)
- The charity's assets or reputation
- The charity's operations, governance, or legal compliance

Examples include (but are not limited to):

- Fraud, theft, or financial loss
- Safeguarding concerns or abuse of beneficiaries
- Serious harm to staff or volunteers (e.g., accident, violence)
- Loss or misuse of charity funds or assets
- Cyberattacks or data breaches
- Significant reputational damage
- A criminal investigation or prosecution involving the charity
- Major governance failures (e.g., conflicts of interest, misconduct by trustees)

### 3. Responsibilities

- **Trustees** have the ultimate responsibility for identifying and reporting serious incidents to the relevant authorities.
- **All staff, volunteers, and contractors** must report concerns immediately to their line manager or a designated safeguarding/serious incident lead.
- The **Chair of Trustees (or designated officer)** will coordinate the incident review and reporting process.

### 4. Identifying and Reporting Internally

If you witness or become aware of a serious incident:

1. **Report it immediately** to your line manager or allocated trustee.
2. Complete a **Serious Incident Reporting Form** detailing:

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- What happened
  - Who was involved
  - When and where it occurred
  - Any immediate actions taken
  - Whether others are at risk
3. The designated lead will conduct a prompt initial assessment to determine whether:
- It is a serious incident
  - The trustees need to be informed
  - External reporting is required

## 5. Reporting to External Bodies

If an incident meets the criteria, trustees must report it to appropriate authorities, which may include:

- **Charity Commission** (mandatory for UK-registered charities)
- **Police or emergency services**
- **Local authority safeguarding team**
- **Funders or insurance providers**
- **The Information Commissioner's Office (ICO)** in the case of a data breach

For Charity Commission reports, a **Serious Incident Report (SIR)** will be submitted via their online form or email, and a record kept for governance purposes.

## **6. Follow-up and Learning**

- A full investigation will be conducted where appropriate.
- Immediate steps will be taken to prevent further harm or loss.
- Trustees will agree on remedial actions, and where necessary, implement policy or procedural changes.
- Lessons learned will be recorded and shared internally as appropriate.
- A final report may be prepared for the board or external stakeholders if needed.

## **7. Confidentiality and Whistleblowing**

- The charity will respect confidentiality where possible, but cannot guarantee anonymity if safeguarding or legal duties apply.
- Anyone reporting in good faith will be protected under the Whistleblowing Policy and will not suffer any detriment.

## **8. Record-Keeping**

The charity will maintain a Serious Incident Register, which includes:

- Date of incident
- Type of incident
- People involved
- Actions taken
- Whether reported to the Charity Commission or other body
- Outcome and learning points



## **9. Review of Policy**

This policy will be reviewed every 3 years or in response to a serious incident or changes in legal guidance. Trustees are responsible for ensuring it remains fit for purpose.



## **Serious Incident Reporting Form**

*To be completed as soon as possible after a serious incident is identified.*

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### **1. Basic Information**

- **Date of report:**
  - **Person reporting the incident:**
  - **Role/Position:**
  - **Contact details:**
- 

### **2. Nature of Incident**

Please tick the type(s) of incident involved (you may select more than one):

- Safeguarding concern (e.g., abuse, neglect, exploitation)
- Fraud or theft
- Serious harm to staff, volunteer, or beneficiary
- Data breach or cyberattack
- Criminal offence or investigation
- Financial loss or misuse of charity funds/assets
- Governance failure or misconduct
- Reputational risk
- Other (please describe):

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### 3. Summary of the Incident

- **Date and time of incident:**
  - **Location of incident:**
  - **Who was involved? (include names and roles if known):**
  - **Description of what happened (factual and objective):**
- 

### 4. Immediate Actions Taken

- Describe what steps have been taken so far to manage the incident and reduce harm or risk:
- 

### 5. Is Anyone at Ongoing Risk?

- Yes
  - No  
If yes, explain who is at risk and what is being done:
- 

### 6. External Reporting

Have any of the following authorities been informed?

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Authority	Yes/No	Date Reported	Reference/Contact Person
Charity Commission			
Police			
Local Safeguarding Board			
Information Commissioner's Office (ICO)			
Funders or Insurers			
Other (please specify)			

### 7. Further Action Needed

What follow-up actions are planned or recommended (e.g., investigation, trustee meeting, legal advice)?

### 8. Report Prepared By

- **Name:**
- **Position:**
- **Signature:**



- **Date:**
- 

### **9. For Internal Use Only (Trustees/Designated Lead)**

- Is this incident reportable to the Charity Commission? [ ] Yes / [ ] No
- If yes, date reported:
- Action taken by trustees or designated lead:
- Date reviewed/closed:
- Notes:

## Social Media Policy

<b>Policy Name</b>	Social Media Policy
<b>Policy Version</b>	1.0
<b>Date Last Updated</b>	March 2026
<b>Date for Review</b>	March 2029
<b>Owner</b>	R. Simpson
<b>Reviewer</b>	B Toward
<b>Signed and Authorised by</b>	Chair of Trustees and Trustees
<b>Date Signed off</b>	March 2026
<b>Linked Policies</b>	Data Protection Policy Retention of Data Privacy Statements

### Overview

#### 1. Purpose

This policy outlines the principles and expectations for the responsible use of social media by employees, volunteers, and representatives of Caraway, a charity dedicated to supporting older people in Southampton. It is designed to protect the reputation of the charity, safeguard the people we support, and ensure consistent and respectful online engagement.

#### 2. Scope

This policy applies to:

- All staff and volunteers using social media in a professional capacity.
- Personal use of social media where Caraway is identifiable or referred to.

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- All platforms including but not limited to Facebook, Twitter/X, Instagram, LinkedIn, YouTube, and TikTok.

### 3. Key Principles

- **Respect and dignity:** Treat all individuals, especially older people, with dignity and respect in all posts, comments, and messages.
- **Safeguarding:** Never share personal details, images, or videos of service users without explicit, documented consent.
- **Confidentiality:** Do not disclose confidential or sensitive information about the charity, its service users, staff, or operations.
- **Integrity:** Be truthful and transparent. Do not post misleading or false information.
- **Representation:** Only authorised individuals may post on behalf of Caraway. Use official accounts for professional communication.

### 4. Acceptable Use

- Share news, events, and achievements of the charity.
- Promote positive stories and experiences (with consent).
- Engage respectfully with followers and respond to queries in line with our values.
- Use accessible language capable of being correctly understood by people of all generations and backgrounds.

### 5. Unacceptable Use

- Posting discriminatory, offensive, or inappropriate content.
- Sharing political, religious, or controversial opinions in a way that could be associated with the charity.



- Engaging in online arguments or hostile interactions.
- Discussing internal issues or grievances publicly.

## 6. Personal Use Guidelines

- Staff and volunteers are welcome to use social media personally but should:
  - Avoid implying official representation of the charity.
  - Include a disclaimer when discussing charity-related issues (e.g. “Views my own, not those of Caraway”).
  - Avoid posting content that could damage the charity’s reputation.

## 7. Monitoring and Compliance

- Caraway may monitor public social media channels to ensure appropriate use.
- Breaches of this policy may lead to disciplinary action or termination of volunteer involvement, depending on severity.

## 8. Reporting Concerns

If you see or experience inappropriate content or behaviour online related to Caraway, please report it immediately to:

caraway@[caraway.uk.com](mailto:caraway@caraway.uk.com), 07535 165 014

## 9. Review and Updates

This policy will be reviewed every three years or as needed in response to changes in legislation, technology, or organisational practices.

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## Trustee Conflict of Interest Policy

<b>Policy Name</b>	Trustee Conflict of Interest Policy
<b>Policy Version</b>	1.1
<b>Date Last Updated</b>	March 2026
<b>To be Renewed</b>	Every 3 years
<b>Date for Next Review</b>	March 2029
<b>Owner</b>	R. Simpson
<b>Reviewer</b>	B Toward
<b>Signed and Authorised by</b>	Chair of Trustees and Trustees
<b>Date Signed off</b>	December 2022

### **Overview**

All staff, volunteers, and trustees of Caraway will actively seek to avoid any conflict - actual or perceived - between the interests of the organisation and their personal, professional or business interests.

The purpose of this policy is to protect the integrity of the Organization's decision-making process, to enable our stakeholders to have confidence in our integrity, and to protect the integrity and reputation of volunteers, staff and committee members.

Examples of conflicts of interest include:

- 1 A committee member who is also a user who must decide whether fees from users should be increased.
- 2 A committee member who is related to a member of staff and there is a decision to be taken on staff pay and/or conditions.
- 3 A committee member who is also on the committee of another organisation that is competing for the same funding.
- 4 A committee member who has shares in a business that may be awarded a contract to do work or provide services for the organisation.

Upon appointment each committee member will make a full, written disclosure of interests, such as relationships, and posts held, that could potentially result in a



conflict of interest. This written disclosure will be kept on file and the Chair of Trustees will be updated as appropriate. Please see the 'Trustee Conflict of Interest Form' below as Appendix 1.

In the course of meetings or activities, committee members will disclose any interests in a transaction or decision where there may be a conflict between the organisations best interests and the committee members best interests or a conflict between the best interests of two organisations that the committee member is involved with.

After disclosure, a committee member may be asked to leave the room for the discussion and may not be able to take part in the decision depending on the judgement of the other committee members present at the time.

Any such disclosure and the subsequent actions taken will be noted in the minutes.

This policy is meant to supplement good judgment, and staff, volunteers and management committee members should respect its spirit as well as its wording.



**Appendix 1**

**Trustee Conflict of Interest Form**

**Declaration of Interest**

<b>Person or organization</b>	<b>Nature of relationship and/or nature of conflict of interest</b>

Name.....

Position .....

Signed .....

Date .....

NB Complete one form for each member of the committee and file with the minutes.

## Trustee Expenses Policy

<b>Policy Name</b>	Trustee Expenses Policy
<b>Policy Version</b>	1.0
<b>Date Last Updated</b>	March 2026
<b>To be Renewed</b>	Every 3 years
<b>Date for Next Review</b>	March 2029
<b>Owner</b>	R. Simpson
<b>Reviewer</b>	B Toward
<b>Signed and Authorised by</b>	Chair of Trustees and Trustees
<b>Date Signed off</b>	March 2026

### 1. Purpose

This policy sets out the principles and procedures under which trustees of Caraway may claim reimbursement for reasonable expenses incurred in the performance of their duties. The aim is to ensure transparency, fairness, and proper use of charitable funds in accordance with regulatory guidance.

### 2. Scope

This policy applies to all trustees of Caraway, whether acting in meetings, on approved trustee business, or representing the charity at events.

### 3. Eligible Expenses

Trustees may claim the following expenses, provided they are reasonable, necessary, and supported as far as is possible, by valid receipts:

- **Travel Expenses:**
  - Public transport (standard class) fares.
  - Mileage for use of personal vehicle at HMRC-approved rates.
  - Parking, tolls, and congestion charges.

- Taxi fares (where public transport is unavailable or impractical).
- **Accommodation:**
  - Overnight accommodation where travel time or distance requires it (pre-approved by the Chair or Treasurer).
- **Subsistence:**
  - Meals and non-alcoholic beverages incurred during travel or long meetings (up to £10 per day).
- **Care Costs:**
  - Reasonable costs for childcare or carer cover required to enable trustee attendance.
- **Communication:**
  - Postage, stationery, and phone calls made on behalf of the charity.

#### **4. Non-Reimbursable Expenses**

The following will not be reimbursed:

- Alcoholic beverages.
- Fines (e.g., parking tickets).
- Personal expenses not directly related to trustee duties.
- Gifts or donations.

#### **5. Claiming Expenses**

- All claims must be submitted using the Trustee Expenses Claim Form.
- Receipts or proof of payment must be attached.

- Claims should be submitted within 30 days of the expense being incurred.
- The Treasurer (or other designated officer) will review and approve claims.
- No trustee may authorize their own expenses.

## **6. Financial Oversight**

- The total amount of trustee expenses will be reported annually to the Board and included in the charity's financial statements.
- All expense claims are subject to internal scrutiny and may be audited.

## **7. Compliance**

- This policy is in line with Charity Commission guidance on trustee expenses and benefits.
- Trustees must ensure they act in the best interest of the charity and avoid any perception of personal gain.

## **8. Review**

This policy will be reviewed every 3 years or sooner if required by changes in regulations or practice.

## Volunteer Policy

<b>Policy Name</b>	Volunteer Policy
<b>Policy Version</b>	1.0
<b>Date Last Updated</b>	March 2026
<b>To be Renewed</b>	Every three years
<b>Date for Review</b>	March 2029
<b>Owner</b>	R. Simpson
<b>Reviewer</b>	B. Toward
<b>Signed and Authorised by</b>	Chair of Trustees and Trustees
<b>Date Signed off</b>	January 2019
<b>Linked Policies</b>	Health and Safety Policy Safeguarding Policy Lone Working Policy Privacy Policy

### **Overview**

Caraway is a charity to support the spiritual care of older people in Southampton. It was launched in September 2018 and has 4 main areas of work:

Resourcing chaplaincy, with Anna Chaplains and their helpers working for a geographical area of Southampton.

Supporting Care Homes by Anna Chaplain and volunteer support

Creating Community, developing opportunities in the community for older people to meet, share and volunteer together to support local older people, and

Combatting loneliness by the above and by special support for those households living with dementia, with the Bereavement and Loss Listening Service and the Dementia Wellbeing Volunteer Service. These last two are telephone based.

### **1. Who can Volunteer with Caraway?**

Caraway has developed in 2018 as a charity to support and expand the work of the City Chaplain for Older People in Southampton and works with the Anna Chaplaincy, a Bible Reading Foundation initiative allied with the Church of England. Our Christian roots are

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important to us. We welcome volunteers from all faiths or none and simply ask that volunteers are sympathetic to the Christian values and are comfortable that many of our support sessions may be held online or in church buildings.

While many of our volunteering opportunities require a regular commitment for a minimum period, we also need short term project-based support, and support for our Anna Chaplains in the community.

For most of our volunteering roles volunteers need to be able to work with little or no supervision, but there is also training available , some of which is required to enable volunteers to be well equipped for the role they undertake. There is ongoing volunteer support.

Young people aged between 16 and 18 years old may volunteer alongside an adult volunteer, but cannot undertake home visits or one to one meetings alone unless agreed that they are capable of this.

## **2. Recruitment**

Many of the people supported by Caraway are vulnerable and so it is extremely important that we recruit volunteers who will not put them at risk.

All volunteers are asked to complete an application form and provide 2 referees who we can contact for a character reference. We also complete DBS checks where appropriate.

If a volunteer is not applying for a role that requires a DBS check, we will ask for a proof of identity.

If the DBS check or references raise any concerns, then the volunteer may be able to start in a supervised setting to begin with. This will be at the discretion of the trustees.

## **3. Induction and Ongoing support.**

All volunteers are given an induction which will include information about key policies. They will be given a volunteers handbook which contains role descriptions.

Volunteers are expected to engage in safeguarding online training and are encouraged to engage in training specific to the role undertaken. We also strongly advise that they engage in our ongoing training and peer support programme so they can go on learning and have opportunity to debrief how they are getting on and learn from others in a similar role.

Caraway has an open door policy for a phone call or meeting, online or in person for any volunteers to discuss any potential issues with our volunteer coordinator or a chaplain.

We will also keep in touch with volunteers using questionnaires, emails, phone calls and other means to hear how the volunteers are impacting our communities and to check they are OK.

Volunteering relationships come to an end for a variety of reasons. Sometimes volunteers may find the ending of the relationship difficult. In these circumstances, volunteers are



encouraged to speak to the volunteer coordinator who will signpost the volunteer to suitable support.

#### **4. Expenses:**

Caraway believes that no one volunteering for us should be out of pocket through their kindness to volunteer. We will meet reasonable expenses incurred by our volunteers.

Volunteers are also encouraged to log and report time spent as this is not only vital information for our statistics, but also demonstrates the value we put on their time.

##### **Telephone usage.**

As this is mainly a telephone volunteer service, a phone and sim card can be supplied and top ups submitted to Caraway as expenses. Otherwise, if you are using your own phone you will need to keep a log of calls and submit an expenses form.

##### **Travel, public transport or petrol / mileage allowance.**

Reasonable costs for documented reasons will be reimbursed.

#### **5. Responsibilities of Caraway towards Volunteers.**

Insurance: Caraway will ensure we have public liability insurance and employers liability insurance.

##### **Role Descriptions and Risk Assessments:**

Caraway will provide clear role descriptors for volunteers. We will carry out risk assessments for each role and endeavour to ensure that volunteers are informed about and trained to deal with risks we identify.

##### **Involving Volunteers in Decision Making:**

Caraway recognises the crucial role that volunteers have in our organisation. We will use methods such as questionnaires, phone calls and meetings to give opportunities for feedback and opinions about how the various services to older people are going. We will keep in touch with you using emails, newsletters and other updates.

We are grateful for all the hours you volunteer for older people, and will recognise this in various ways in our annual planning.

##### **Privacy Policy (Please see separate Document)**

#### **6. Volunteer Responsibilities.**

Contact us at [www.caraway.uk.com](http://www.caraway.uk.com)

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Volunteers should follow all relevant policies and ask for advice if not sure what to do or if concerns arise. Similarly, volunteers should tell us of any problems or complaints that occur while they are volunteering, or if they feel they or another volunteer may be at risk.

Volunteers should also tell us of any accidents or injuries incurred whilst volunteering, or if they would like to stop or pause volunteering for any reason. Also if the nature of the volunteering changes in any case, for example changes from a telephone contact to meeting at a memory café or otherwise outside.

## **7. Problem Solving:**

### **If a volunteering relationship with a client is not working.**

Due to the nature of our activities, sometimes clients or volunteers will feel that they are not suited to each other. We will treat this seriously and talk with you to resolve the issue or change relationships to new areas.

Volunteers are encouraged to come to the volunteer coordinator with any problems or concerns as soon as possible. Clients have a contact number for Caraway and are contacted periodically to ask how the arrangement is going. If problems are raised a volunteer coordinator will speak to both parties and try to resolve the situation if possible.

Volunteer relationships break down for a number of reasons which are often not the fault of either the volunteer or the client. Sometimes clients have unrealistic expectations of a volunteer and how they can help and sometimes situations are much more complex than was originally thought. Then new arrangements are needed and will be sought. This is not the fault of the volunteer.

### **If a volunteer has a complaint about Caraway.**

We welcome feedback from volunteers and will endeavour to apply these to the volunteering roles. However, if a problem cannot be solved by talking with the volunteer coordinator, then complaints should be put in writing and addressed to the Caraway leads and Trustees.

### **If there is a complaint about a volunteer:**

Any complaint involving safeguarding issues will be dealt with according to the relevant safeguarding policy. The volunteer may not be informed if doing so will put the client at risk and the concern is passed to the local safeguarding team or police.

If a complaint is made about a volunteer without safeguarding issues involved, it will be discussed with the volunteer by the volunteer coordinator or the Caraway core team who will attempt to discover more details about the situation and determine whether further action is needed.



**Possible actions include:**

The volunteer may be asked to suspend all or part of their volunteering activity whilst the complaint is investigated.

The volunteer may be asked to a meeting to discuss the situation, so they can be heard .

The volunteer may be offered more training or buddying work, or they may restrict their volunteering activities to certain roles. This will be always confidential to the volunteer.

Rarely, the volunteer is not suitable to continue volunteering with Caraway in which case such decisions shall be set out clearly in a confidential record and explained to the volunteer who can appeal the decision to the Trustees.

If necessary, the Caraway core team will ensure concerns are reported to relevant authorities. Serious incidents must be reported to the charity commission.

**Summary:**

**We love working with volunteers, are grateful for their commitment to older people and to us as an organising charity. We will do all we can to follow best practice and give volunteers the best possible experience of volunteering with us.**

## Caraway Whistleblowing Policy

<b>Policy Name</b>	Whistleblowing Policy
<b>Policy Version</b>	1.0
<b>Date Last Updated</b>	March 2026
<b>To Be Renewed:</b>	Every 3 years
<b>Date for Review</b>	March 2029
<b>Owner</b>	R. Simpson
<b>Reviewer</b>	B. Toward
<b>Signed and Authorised by</b>	Chair of Trustees and Trustees
<b>Date Signed off</b>	March 2026
<b>Linked Policies</b>	Volunteer Policy Serious Incident Reporting Policy Bullying and Harassment Policy Grievance and Disciplinary Policy Safeguarding Policy

### Overview

#### 1. Purpose

Caraway is committed to the highest standards of openness, honesty, and accountability. This policy is intended to encourage and enable trustees, staff, volunteers, and others connected with the charity to raise serious concerns internally in a safe and supportive way.

#### 2. What is Whistleblowing?

Whistleblowing is when you report concerns about wrongdoing, risks, or malpractice that are in the public interest. These concerns may relate to the actions of someone within the charity or connected to it.

**You might whistleblow if you suspect:**

- Criminal activity
- Misuse of charity funds
- Fraud, bribery, or corruption
- Abuse or neglect of vulnerable people
- Health and safety risks
- Discrimination or harassment
- A cover-up of any of the above

This policy is not for personal grievances (e.g., bullying, pay disputes), which should be handled through the charity's grievance or complaints procedures.

### **3. Who Does This Policy Apply To?**

This policy applies to:

- Staff
- Trustees
- Volunteers
- Contractors or freelancers working with the charity
- Beneficiaries and members of the public, where appropriate

### **4. Raising a Concern**

You are encouraged to raise any concerns as early as possible. You can do this:



- Verbally or by email to a line manager, staff member or Trustee or to: [caraway@caraway.uk.com](mailto:caraway@caraway.uk.com)

You do **not** need to have proof—just a reasonable belief that something is wrong.

## **5. What Will Happen Next**

- Your concern will be acknowledged as quickly as possible and within 10 working days.
- An initial assessment will be made to decide what action to take.
- If necessary, a formal investigation will follow.
- You may be asked for more information but will not be expected to prove the case yourself.
- The charity will aim to keep you informed of the progress and outcome, subject to legal and confidentiality constraints.

## **6. Confidentiality and Protection**

- Your identity will be kept confidential as far as possible.
- You will not be treated unfairly or lose your position for raising a genuine concern ("protected disclosure").
- Malicious or knowingly false allegations may result in disciplinary action.

## **7. If You're Not Satisfied**

If you feel your concern has not been handled properly, you can raise it with an external body, such as:



- **The Charity Commission**
- **Public Concern at Work (Protect)** – a whistleblowing charity offering advice:  
<https://protect-advice.org.uk>
- **Health and Safety Executive, Fundraising Regulator**, or others depending on the nature of the concern

## **8. Review of Policy**

This policy will be reviewed every 3 years, or sooner if there are changes in legislation or lessons learned from a whistleblowing case.