



Volunteer Training



SoundCafe (SCL) aims to inspire those who are homeless or socially isolated

by providing safe creative spaces.

SCL offers opportunities for guests to access services that encourage their physical, emotional and spiritual well-being.

We are a diverse and inclusive community who are learning to reflect on our experiences, that through this, personal lives may be transformed and empowered.



‘Safe Creative Spaces’

How do we achieve this?





Safeguarding



Safeguarding Us All

Safeguarding

Our guests and volunteers

Understanding our responsibilities

Next steps – knowing what to do

Do something

Considerate

Appropriate

Fair

Equal





Safeguarding Us All

Reporting Disclosure of Abuse

- Are you familiar with SoundCafe's Safeguarding Policy and Code of Conduct?
- If a guest or volunteer discloses abuse that has happened to them either at SoundCafe or outside of SoundCafe the session lead or pastoral Team Leader must be informed
- The Diocesan Safeguarding team will be notified.
- The disclosure will be logged.





Safeguarding Us All

Awareness of the mental health needs of our guests and the risk this places on our guests *and* volunteers

This includes those who may have

- suicidal thoughts
- aggressive tendencies

Does everyone know:

- *what* to do if someone discloses a desire to take their own life?
- what to do if someone starts to become aggressive (de-escalation training)
- if someone is in need of pastoral care at a SoundCafe session?





Safeguarding Us All

Awareness of tensions *between* guests

- What are the signs? Agitation/unsettled behaviour/ aggressive language/threatening behaviours - **it is better to prevent a situation than have to de-escalate a situation**
- Awareness of the space - guests being separate who have issues with each other outside of SoundCafe

Do we need to ask the question about what is our physical capacity at SoundCafe? What are the limits on numbers at SMdC?



Safeguarding Us All

Physical contact between guests/volunteers and guests

- Observation of appropriate physical behaviour between guests - what is appropriate? Are we seeing behaviour where we think any one is being coerced or looking uncomfortable
- Sideways hugging from volunteers to guests *if* guest is comfortable with that.
- ***No full contact hugging.***





Safeguarding Us All

What can we do at SoundCafe and what do we not do?

- Whilst guests are with us, we keep them safe, but we do not provide outreach - this is not within the scope of SCL's service.
- We are a day service provider.
- We can refer to Samaritans and guests can access on a Wednesday at the session.
- We can provide a follow-up pastoral telephone call to guests who've given their permission to be contacted.
- There are many agencies across the City who are better placed to deal with specific queries and issues that our guests may raise.





Safeguarding Us All

What can we do at SoundCafe and what do we not do?

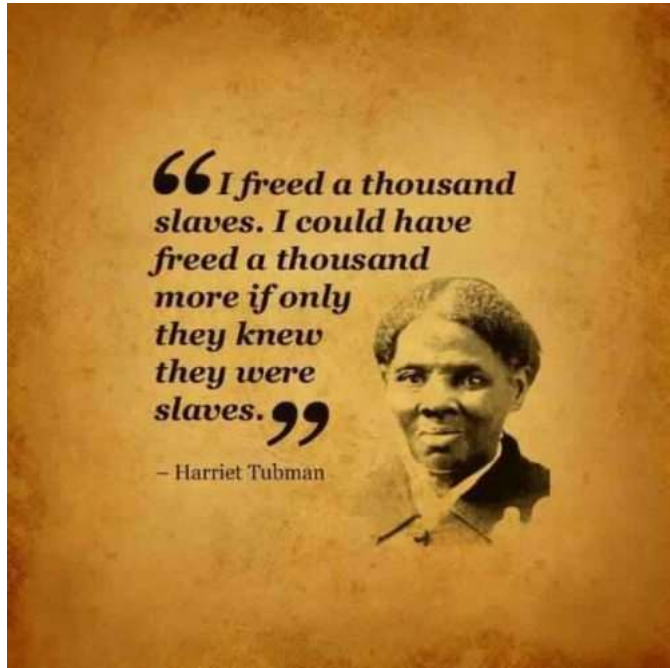
- *where* to sign post guests for the things we *can't* do.
- Where to get a hot meal?
- housing is dealt with by Housing Options and the Dawn Centre. ***We do not deal with accessing services for guests who are homeless.***
This is perhaps the hardest thing to deal with. This is *not* what we do.





Safeguarding Log

1.03.23	St. Mary de Castro	SD, Samaritans	SD arrived at the creative café and shared that the previous week he had tried to take his own life.	SD spent time on a 1:1 basis with the Samaritans.	2.03.23 JAH advised RG of the issue and telephoned SS to confirm the situation and arrange a pastoral telephone call. Samaritans have followed up with SD post the event.
---------	--------------------	----------------	--	---	---



Modern Day Slavery



Modern Day Slavery

The **UK Modern Slavery Act 2015** law sets out the UK Government's legal requirements for how organisations must address and report on modern slavery.

UK Modern Slavery Act review 2022

The 2022 Queen's Speech announced a Modern Slavery Bill that promised to strengthen the protection and support for victims of human trafficking and modern slavery and increase the accountability of companies and other organisations to drive out modern slavery from their supply chains. *June 2022*





Modern Day Slavery

Slavery is not a thing of the past. In the UK alone, there are thought to be around 136,000 people living and working in conditions of modern slavery, including in nail bars, construction sites, restaurants, cannabis farms and across county lines. *May 2022*
This means that they are being held against their will and forced to work with little or no pay.

It comes in many forms including sexual exploitation, being forced to commit crimes and working to pay off unrealistic debts.





Modern Day Slavery

Modern slavery exists in many forms in the UK, including trafficking into criminal activities like cannabis farming, sexual exploitation, domestic slavery or forced labour on farms, in construction, shops, bars, nail bars, car washes or manufacturing.

According to the latest Global Estimates of Modern Slavery (2022) from Walk Free, the International Labour Organization and the International Organization for Migration: **49.6 million** people live in modern slavery – in forced labour and forced marriage. Roughly a quarter of all victims of modern slavery are children.





Modern Day Slavery – What to look Out for

Restricted

Those being kept as slaves might have their movements restricted. It is not normal to never be able to leave the house on your own, or always having to follow strict instructions on where you are allowed to go and who you can talk to, but that is the reality for some people.

Often looking injured and malnourished

Some slaves are physically abused as a means of control, so regular bruising and injuries could suggest there are problems.



Modern Day Slavery

A lack of belongings

We're not talking about not owning the latest smartphone, but having things like their passports and ID taken from them to stop them having the freedom to leave and work elsewhere.

Avoiding eye contact and reluctance to talk to strangers

Victims may have been told lies about who they can trust or have been threatened by the people who are controlling them, resulting in them being unsure about who they should believe.





Modern Day Slavery

<https://www.youtube.com/watch?v=K9esn6fJ2JE>

What does modern day slavery mean for SCL?





De-Escalation



De-Escalation

- Verbal **De-escalation** is what we use during a potentially dangerous, or threatening, situation in an attempt to prevent a person from causing harm to us, themselves or others.
- **De-escalation** is aimed at calmly communicating with an agitated guest in order to understand, manage and resolve their concerns. Ultimately, these actions should help reduce the guest's agitation and potential for future aggression or violence.



De-Escalation

De-Escalation Techniques

- Align with the person. Find a point of agreement—get to a yes. ...
- Give them space. Stand 2-3 feet away if possible. ...
- Engage supportively. Listen to their story with full attention. ...
- Monitor your voice tone. Keep your tone measured and calm. ...
- Project a supportive attitude. ...
- Protect yourself at all times. ...
- Know how to retreat.





What is De-escalation?

- Be empathetic – try to understand feelings
- Respect personal space
- Use non-threatening body language
- Be professional
- Focus on feelings - listen
- Ignore challenging questions
- Set limits
- Choose your responses carefully
- Allow time



<https://www.youtube.com/watch?v=eR8Zzp6E8sl>

© MARK ANDERSON

WWW.ANDERTOONS.COM

© MARK ANDERSON

WWW.ANDERTOONS.COM



"Before I write my name on the board, I'll need to know how you're planning to use that data."



Data Protection



What is Data Protection?

*Data Protection is about **avoiding harm to individuals** by misusing or mismanaging their personal data.*

- Only collect information for specific purposes and don't then use it for other purposes
- Only collect what you need for the specific purpose
- Keep it **accurate** and up to date; **safe** and **secure**
- Process information lawfully.

What do we do with the information we collect?

- Data analysis/identification of need
- Information supporting bids
- Guest follow-up where permission is given



What is GDPR?


- **General Data Protection Regulation**, came into effect on 25th May 2018, it:
 - strengthened the rights of individuals
 - placed more obligations on organisations in looking after personal data.
- To comply with GDPR:
 - we must have a legitimate reason for processing data
 - Consent must be freely and unambiguously given
 - Data Processing activities must start with “privacy by design and default”.

PR?

rocess and share

the right to be

pliance with GDPR



Registered Charity No. 1162987





What is GDPR?

- Subject Access Requests – how you process and share data not just what you hold
- Subjects can request data deletion – “the right to be forgotten”,
- Data processors will be held liable
- You must be able to demonstrate compliance with GDPR



Registered Charity No. 1162987

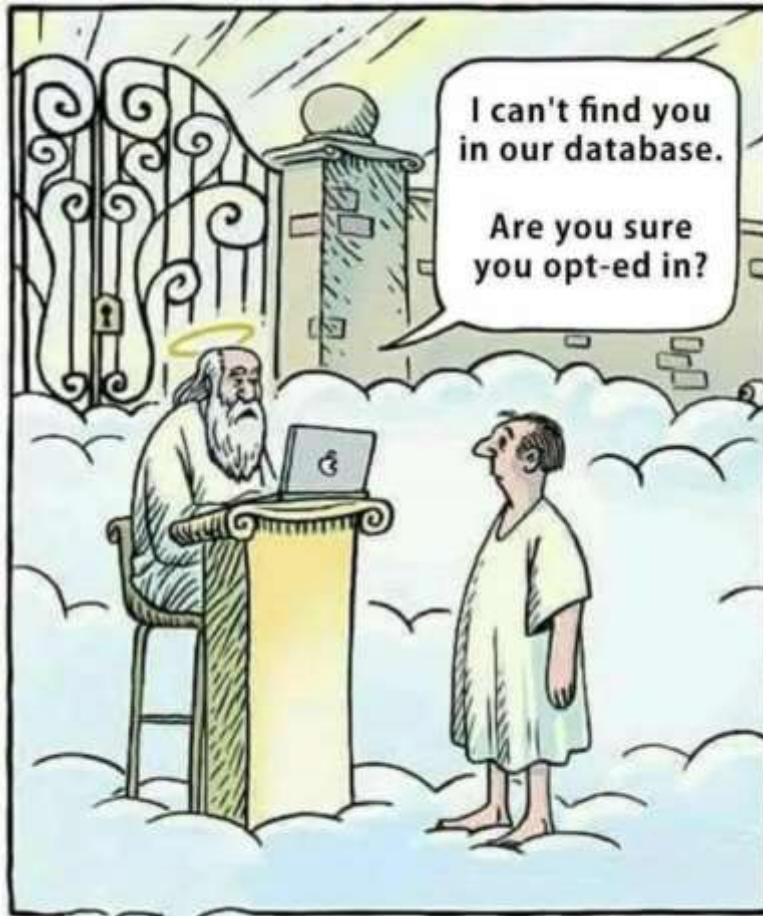


What do we need to do?

- Ensure accuracy of all information held
- Obtain consent, guests, volunteers, supporters
- What controls are in place to secure information
 - e.g. personal information held electronically to be password controlled



Data Protection



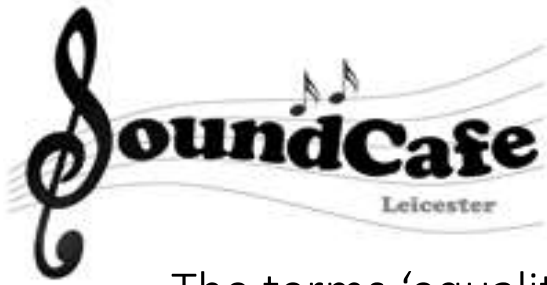
EQUALITY & DIVERSITY



Equality is not about treating all people in the same way. It's about recognising and respecting diversity enough to adapt practice and procedure to suit all.



Equality & Diversity



What is Equality?

The terms 'equality' and 'diversity' are not the same.

Equality is about *'creating a fairer society, where everyone can participate and has the opportunity to fulfil their potential'*.

Equality is ensuring individuals or groups of individuals are not treated differently or less favourably , on the basis of race, gender, disability, religion or belief, sexual orientation and age.

Equality is not about treating everyone in the same way, it is about treating everyone **fairly**, with **respect** and recognises that people from different backgrounds may have needs that are met in different ways.



What is Diversity?

Diversity literally means difference.

- It is about recognising individual as well as group differences, treating people as individuals, and ***placing positive value on diversity*** in the community and in the workforce.
- Diversity aims to recognise, respect and value people's differences to contribute and realise their full potential by ***promoting an inclusive culture*** for all volunteers and guests.





Equality & Diversity?

Promoting equality should remove discrimination in all areas and all forms.

Bullying, harassment or victimization are also considered as equality and diversity issues.

The Equality Act became law in October 2010. It replaces previous legislation (such as the Race Relations Act 1976 and the Disability Discrimination Act 1995) and ensures consistency in what you need to do to make a fair environment and to comply with the law

<https://www.youtube.com/watch?v=UcuS5glhNto>

Diversity is Natural Equality is Right





How can we Promote Equality & Diversity?

- treating all volunteers, visitors and guests fairly
- creating an inclusive culture for all volunteers and guests
- ensuring equal access to opportunities to enable guests to fully participate in SCL sessions
- enabling all volunteers and guests to develop to their full potential
- ensure that any material used at SCL does not discriminate against any individuals or groups
- ensuring policies, procedures and processes don't discriminate



Are there areas that you think we can improve on?





Fire, Safety & SMdC

<https://www.youtube.com/watch?v=bZhRSvwJVXA>



"These fire drills are getting pretty intense."



Fire, Safety & SMdC

Understanding the Fire Safety England Regulations 2022

- Came into force on the 23rd January 2023 relate primarily to high rise buildings responding to the The Grenfell Tower Enquiry
- **Churches are required to undertake a Fire Risk Assessment** in accordance with the Regulatory Reform (Fire Safety) Order 2005.

Volunteer Groups using SMdC are responsible for ensuring:

- they can evacuate their volunteers and guests
- the management of fire risks and help to prevent fires in accordance with SMdC policy.



Fire, Safety & SMdC

Discovering a Fire:

Leave the church by the nearest Fire Exit and assemble outside on the grass triangle in front of DMU Business School – ***do not stop to collect personal belongings.***

What will this mean for our guests – how will we manage this?

- We need to have both rear doors at SMdC unlocked.



“Since you have a complete record of my life, could you tell me if I remembered to turn the stove off?”

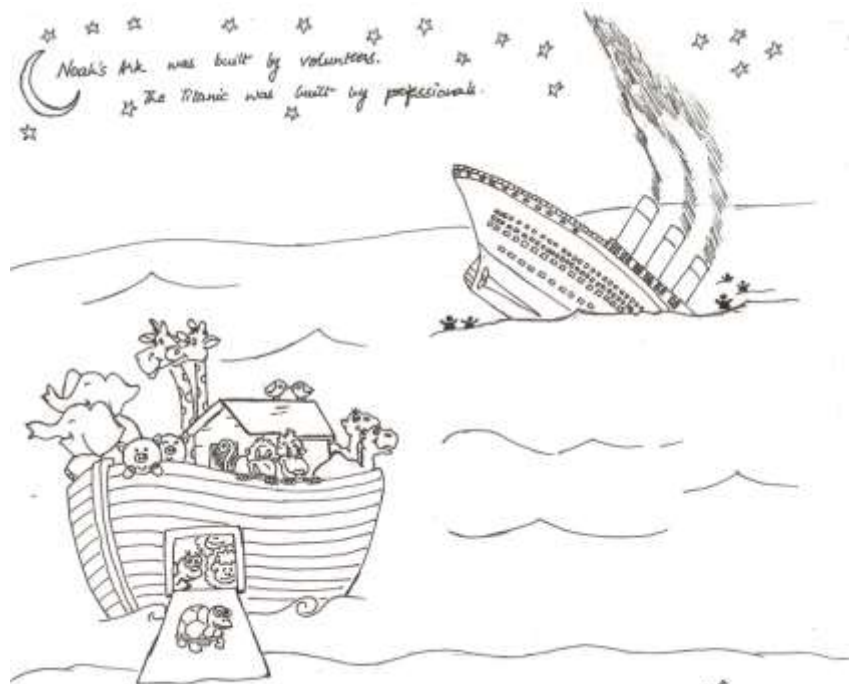




volunteering

What do you enjoy about volunteering with SoundCafe?

How can we make the experience even better?





Thank you for your amazing support.