

# HCPT 2019 pilgrimage Information for helpers



Thank you for offering to be an HCPT helper (or potential helper) this season. As a helper there are a number of procedures we need to ensure are brought to your attention. This document has been put together as a summary and reminder – your Group Leader will go through all these points in more detail before you travel.

## What we expect of you

- To respect the values of HCPT (see [www.hcpt.org.uk/values](http://www.hcpt.org.uk/values)).
- To abide by the Code of Conduct (overleaf) at all times when undertaking any activity as a member of HCPT.
- To maintain the standards of behaviour expected of all HCPT helpers.
- Not to carry out your volunteering role when unfit due to the influence of alcohol, or other recreational drugs or substances.
- To provide HCPT with any further relevant information, and notify any changes to the information given on the registration form after it is completed, prior to departure of the pilgrimage.
- To advise your Group Leader of any relevant medical details which may or may not require the attention of HCPT medical support during the pilgrimage.
- To understand that it is your responsibility to submit any application for a qualifying certificate as soon as possible, and by Friday 10 February 2019 for Easter or ten weeks prior to Summer travel at the latest; and that if you fail to do so in time for your certificate to be confirmed at HQ then you will not be allowed to travel as a member of a HCPT Group.
- If you have used the paper-based DBS application system:
  - It is your responsibility to forward the certificate once received, in original form, to HCPT HQ.
  - If your qualifying certificate has not been received in original form, in HCPT HQ by 12.00 on Friday 12 April 2019, you will not be able to participate on the Easter 2019 pilgrimage.
  - If your qualifying certificate has not been received in original form, in HCPT HQ by 12.00 on the Friday one week before your group travel you will not be able to participate in a Summer 2019 group pilgrimage.

## One to one situations

One to one situations have the potential to:

- Make a child or vulnerable adult more vulnerable to harm by those who seek to exploit their position of trust; and
- Put the helper at risk of a false allegation being made against them.

For these reasons, one to one situations should be avoided at all times and in all circumstances, including at pre-pilgrimage preparation events, and while on pilgrimage.

## Safeguarding

HCPT recognises its ultimate responsibility is to keep children and vulnerable adults safe from harm. We therefore place our safeguarding responsibility above that of not reporting a concern for fear of bringing a relationship to an end. Common sense should be used and advice obtained from a HCPT Safeguarding Advisor. Those at risk should always be protected and safeguarded.

Safeguarding reporting process:

- If a helper or member of staff receives a disclosure of abuse or has any safeguarding concerns about a child or vulnerable adult:
  - Follow the Code of Conduct at all times (overleaf).
  - Listen to what you are being told.
  - Do not promise secrecy.
  - Do not interrogate or judge.
  - The concern must be reported, in person or by telephone, to the Group's Safeguarding Lead or Deputy Safeguarding Lead.
  - Remember there is support available for you too, if you need it.
- Your Safeguarding Lead (normally your Group Leader) will contact the appropriate Safeguarding Adviser. You might be asked to give a written record of what happened or what was said. It is important that there is no delay in making this record.

## Social networking

Please note these highlights from the HCPT Social Networking Policy (part of the Safeguarding Guidebook available online).

No communication with children or vulnerable adults should be entered into on any social network by any HCPT volunteer or member of staff unless as described below:

- On Facebook, only official HCPT pages should be used for contact with children, vulnerable adults and their families pre and post pilgrimage. HCPT encourages helpers to "like" a Group Facebook page and to encourage the children and vulnerable adults within a Group, who wish to use Facebook as a method of contact, to do the same rather than making a direct friendship connection. This ensures that all contact is open and transparent.
- Helpers should never publish photographs of any sponsored children or vulnerable adults on personal social network pages; only HCPT Group pages should be used.

## Hotel rooms

The risk assessment of the needs of a child or vulnerable adult might conclude that close supervision through the night is required. Such supervision is ideally to be delivered through a "waking night supervision" arrangement where two adult helpers are able to supervise all the children / vulnerable adults while they are asleep. This should cover the silent hours until the group is woken in the morning. Helpers should not share bedrooms with sponsored children or vulnerable adults other than in rare and exceptional circumstances (Safeguarding D3).

As a helper, you might be asked to contribute to this night time rota, therefore it is vital that you are always fit and able to fulfil your role. Your Group Leader will ensure you have the HCPT Alcohol Policy explained to you.

## Code of Conduct

The many different types of activities run on pilgrimage bring helpers into contact with children and vulnerable adults. Helpers need to set good examples of appropriate conduct by treating everyone with respect and dignity. The below Code of Conduct protects children and vulnerable adults as well as maintaining a safe working environment for helpers.

### **All helpers must:**

1. Work within the principles and guidance of HCPT.
2. Treat all in their care equally according to need, with respect and dignity.
3. Engage and interact appropriately with those in their care and fellow helpers alike.
4. Challenge unacceptable behaviour and provide an example of good conduct they wish others to follow. Bullying, inappropriate shouting or any form of discrimination is unacceptable.
5. Respect a child or vulnerable adult's right to personal privacy.
6. Recognise that particular discretion is required in moments when they are discussing sensitive issues with those in their care, e.g. maintain appropriate boundaries.
7. Avoid situations that compromise their relationship with those in their care, and are unacceptable within a relationship of trust. This rule should apply to all such behaviours including those which would not constitute an illegal act.
8. Keep all confidential data on those in their care secure and confidential at all times.
9. Follow HCPT's Social Networking Policy (Safeguarding E5.10), Alcohol Policy (available from your group leader) and Anti-Bullying Policy (Safeguarding F10).

### **All helpers must not:**

1. Discuss topics or use vocabulary with those in their care which could not be used comfortably in the presence of parents or another adult.
2. Take a chance when common sense suggests another more prudent approach.
3. Dress in a manner that could be considered inappropriate.
4. Physically, emotionally or sexually abuse, mistreat or exploit anyone in their care.
5. Provide or supply alcohol to a child on pilgrimage or allow a child to consume alcohol on pilgrimage (this includes young helpers).
6. Provide or supply controlled (illegal or recreational) drugs to a child or vulnerable adult (this includes young helpers).
7. Administer prescribed or non-prescribed drugs without the consent and knowledge of a parent and medical professional on pilgrimage.
8. Use, or give to another, any controlled drug.

All breaches of this Code of Conduct or other pilgrimage procedures will be dealt with swiftly and fairly in accordance with the HCPT Volunteer Disciplinary Policy. All incidents and sanctions will be recorded and retained in a central file at HQ.

## Booking Terms and Conditions

You should make a payment of no less than £100 to confirm your booking. The balance of your fare will be due no later than Ash Wednesday (6<sup>th</sup> March 2019) or eight weeks prior to travel for summer groups. The simplest way to pay is online at [www.hcpt.org.uk/payment](http://www.hcpt.org.uk/payment). Please note this facility is only available if your payment card is registered to a UK address. If yours isn't, and you would like to pay by card, please contact HCPT's [Finance Department](#). Your Group Leader can help you if you wish to pay in a way other than online.

Your fare and your trip are protected by our ATOL registration 11047. For more information about financial protection and the ATOL Certificate go to the ATOL website at: [www.caa.co.uk](http://www.caa.co.uk)

HCPT is a member of ABTA so you can book with confidence in the knowledge that all our pilgrimages adhere to a strict Code of Conduct.



After Ash Wednesday / 8 weeks prior to the summer group travel any requests for refunds of fares will be subject to the terms set out in Section 8 ("If you cancel") of the full Booking Terms and Conditions which are available at: [www.hcpt.org.uk/terms](http://www.hcpt.org.uk/terms) .

Similarly, if any person is unable to join the pilgrimage due to lack of or an unacceptable qualifying certificate, details of refund arrangements are described in the full Booking Terms and Conditions.

## What you will be asked to agree

On the Pilgrimage Registration Form you will be asked to sign to confirm as follows:

*"By completing this form I confirm I have received, read and agree to abide by the HCPT Code of Conduct, the Booking Terms and Conditions (including information about cancellations and refunds) and the Personal Disclosure Statement..."*

The Code of Conduct, and Booking Terms and Conditions, are above.

The Personal Disclosure Statement is as follows:

- I confirm that I am not "barred" from working (paid or unpaid) with children or vulnerable adults.
- I confirm that I am not the subject of an investigation and / or disciplinary proceedings by any professional body and I am not prevented from practice by any professional body.
- I agree to give details of any criminal convictions, cautions or criminal proceedings pending by completing the "Safer Recruitment" form.
- As a volunteer with HCPT I understand that I will be in contact with children and may not rely upon the provisions of the Rehabilitation of Offenders Act 1974 so far as it relates to disclosure of previous convictions. All convictions, however old, must be declared on the "Safer Recruitment" form and given to the Group Leader - unless the details are already known by the Group Leader and they sign to confirm this.

If you have any information to share please do so without delay. You can ask your Group Leader for the "Safer Recruitment" form.