

HCPT 2024 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/vision).
- 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 31st December 2023 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 22nd March 2024, you will not be able to participate on the Easter 2024 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 2024 group 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 Designated Safeguarding Officer (DSO); alternatively you may call the safeguarding team directly if you cannot report to the DSO (number is on your pilgrimage badge)
- Remember there is support available for you too, if you need it.
- Your DSO (normally your Group Leader) will contact the Safeguarding support team. 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.

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 Guidance 5 Ch.6.5.2/3/4).

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.

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.

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, Alcohol Policy, and Anti-Bullying Policy (see below).

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.

HCPT Alcohol Policy

1. From the time when a group gets up in the morning, to the time when a group's organised activities conclude at the end of the day (this is normally but not always evening prayers) no alcohol is to be consumed.
2. From this point onwards, consumption is at the GL's discretion, bearing in mind factors such as:
 - a. the needs of those in the group's care,
 - b. helper capacity,
 - c. possible emergencies during the night,
 - d. the need for all helpers to be able to discharge their functions the following day.
3. GLs are advised to specify a point of time after which alcohol should not be consumed, with the suggestion that this is 01:00.
4. At no time should alcohol be consumed by anyone under the age of 18.
5. The above policy sets out to ensure that alcohol is not consumed by an individual who has in his/her care a beneficiary. However, where a group has invited a young adult on pilgrimage as a beneficiary, it may be appropriate for helpers and a young adult beneficiary to share a drink as friends. This should be subject to a careful risk assessment by the group, based on the circumstances of the young adult in question and the other members of the group.

Social Networking Policy [summary] (Safeguarding Guidebook 5 Ch 4.12)

- Volunteers should not have any sponsored child or assisted adult as a 'friend' on Facebook nor comparable relationship on any other social network (this does not apply to pre-existing or familial relationships).
- If any volunteer identifies themselves as a HCPT volunteer in any forum or network, they should post a disclaimer that makes it clear that the opinions expressed are solely those of the author and do not represent the views of HCPT.
- HCPT encourages volunteers to 'like' a Group page and to encourage the children and adults within a Group, who wish to use a social network 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.
- Sensitive or personal information must not be discussed or referred to on any social network.
- Individuals should avoid including any offensive, sexualised, or discriminatory statements or images.

- Photographs of beneficiaries should only appear on group (not individual) account pages, and without identifying the individuals shown.

Anti-bullying policy (Safeguarding Guidebook 5 Ch14.6)

HCPT is committed to providing a caring, friendly and safe environment for all pilgrims so that they can develop in a relaxed and secure atmosphere. Bullying of any kind is unacceptable and will not be tolerated either on pilgrimage or during any other HCPT activity. If bullying does occur, all pilgrims should be able to tell someone and be confident that incidents will be dealt with promptly and effectively. This means that anyone who knows that bullying is occurring is expected to tell their Designated Safeguarding Officer or a Senior Safeguarding Lead.

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

Abbreviated 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 (14th February 2024) or eight weeks prior to travel for summer groups. The simplest way to pay is online at 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](#).

If you have a full package trip with us, 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

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 (2024) which will be available at: www.hcpt.org.uk/terms from November 2023.

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.

It is your responsibility to ensure that you have the correct documents for travel:

- UK passport holders must have a valid GHIC; EU passport holders must have an EHIC; other nationals must adhere to relevant national guidance.
- UK passports are valid if issued less than 10 years before the date you enter the country (check the 'date of issue') valid for at least 3 months after the day you plan to leave (check the 'expiry date'). Please check your passport meets these requirements before you travel. If your passport was issued before 1 October 2018, extra months may have been added to its expiry date. These extra months are not valid when travelling to France.

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 as described in the 'Information for Helpers' document. I further agree to adhere to such Covid-19 precautionary measures as are stated in the 'Information for Helpers'."

The Code of Conduct, and Abbreviated 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.

A Covid Safe Pilgrimage

HCPT has taken a number of measures to prevent an outbreak of COVID-19 during pilgrimages. These include:

- A strong recommendation for full vaccination wherever possible.
- Each group member travelling must take a lateral flow test within the 24 hours prior to departure and anyone whose result is positive must not join the pilgrimage.
- Where those with clinical vulnerabilities have been offered places, it is a requirement that everyone in the group is fully vaccinated.

More details are in the standalone guide 'HCPT Covid 19 2024 Guidance'