

# Tower Hamlets Crime Watch

## Safeguarding Policy for volunteers

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### 1. General advise

Each THCW member / volunteer acts in a personal or civilian capacity. None of our volunteers have any access to police or Council or other organisations data.

All Tower Hamlets Crime Watch <sup>1</sup> activists are personal members. They are not unpaid staff but help their neighbours and communities on a free-will basis and wanting to help as long as their desire permits them to do so. We will never ask volunteers to do volunteering as opposed to doing paid work with an employer. We do not have any coordinators, all members are individuals. We may have chat platform admins to oversea areas or subject matters discussion topics.

### 2. New members

Must join using the online membership system. No personal membership applications with personal cash donations are acceptable unless the joining happens at a or during a meeting of the THCW. All new members get furnished with an invoice of their non-refundable joining contributions. All donations are taken in good faith. Cash donations cannot exceed £50 at any one time. Bank donations should not exceed £5,000.

### 3. Meetings

For personal safety, we advise all THCW activists, to let a friend or colleague know where they are before they set out into the community to call on people. For safety a time-frame of contact should be agreed.

We advise that all meetings be held in a public domain for safety reasons. All THCW meetings to be held only in premises adequately insured for such occasions. Whereby meetings fall within the rules of the host organisation / business. No children under the age of 18 without a responsible adult. Any adults with need of carers, need to bring their own carers.

At meetings we expect all attendees to behave in a polite and respectful manner and adhere to requests about conduct at the meeting according to the instruction of the person chairing the meeting or security personnel. We also expect all persons attending meetings to sign the attendance register and not to leave any mess anywhere in the facility. Please do not bring hot takeaway food to meetings.

### 4. Self protection from harmful callers.

Where volunteers make their phone or email addresses available for contact, we must advise all those calling upon our services to ensure that they do not make

- Discriminatory, sexual, violent remarks
- stay polite
- don't call/email more often than necessary

Breaches of good behaviour will result in the THCW volunteer either

- putting down the phone and ending the call
- not answering to emails with unacceptable content
- requesting that inappropriate contacts be stopped or consequences of reporting to police will follow.
- the problem will be reported to the police and investigated

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<sup>1</sup> Tower Hamlets Crime Watch - THCW

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- person to person problems, our volunteers are advised to walk away.

If there are members, persons found to behave in an unacceptable manner will be removed from our organisation immediately, when evidence of breaches have been presented. A person may rejoin once it is certain that a repetition of behaviour that led to exclusion won't reoccur.

### **It is recommended that those dealing with direct contact with the public<sup>2</sup>,**

- do not accept any phone calls from unknown callers but refer all callers who are not known to their answering service.
  - Set your mobile phone to reject any number, which is not pre-programmed into your phone and set your home phone permanently to answer machine.
- WhatsApp members must be verified through bank details or ID and address verification prior before given access to the groups
  - Conversations from THCW groups must not be taken off-line into private chats. Any private chats are to be treated as personal conversations, taken at own risk.
- Website members also must have undergone verification through bank details or ID and address verification. Any access passwords must never be disclosed to third parties and if there is doubt, the secretary must be informed so that shared access platforms receive new access codes. Shared access codes to be changed at regular intervals.
- Open access Social media pages must be monitored for harmful comments and comments disabled at the time of posting, if controversial and potentially illegal or harmful comments are anticipated.
- Any social media admins must control comments, discussion contributions and immediately delete harmful content or at the earliest opportunity.
- Any admins who enter member details onto personal phones, tablets, computers, must not allow social media sites access to their personal address list.
- All admins must use the latest software and have up-dated operating systems. All personal devices must be password / or face ID protected / with wo sensitive documents being kept on any mobile devices.
- All social media admins must not disclose their personal circumstances, details of spouses, children, other family members in connection with their online profile connected to the THCW groups/pages.

## **5. Emergencies**

All medical or mental health emergencies must be reported to the appropriate service agency, e.g. Police, Fire or NHS. Reporting to use 999 when necessary or the less urgent method of 101 or in cases of NHS related matters referral to relevant medical / mental health services as appropriate.

Any accidents to be placed into the accident reports file.

For queries about this policy please contact  
[secretary@towerhamletscrimewatch.org](mailto:secretary@towerhamletscrimewatch.org)

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<sup>2</sup> See government guidelines from [National Cyber Security Centre](#)