



Supporting public events and activities where children are present guidance

Unique reference number: PP-SG-GN-005

Document Owner: Chris Roach, Head of Safeguarding

Version: 1.0

Purpose of Best Practice Guidance

If you are a staff member or volunteer who hasn't been recruited or trained to work with children, then this guidance is for you. We want to make sure people feel happy and safe when meeting us at events, and this includes making sure our staff and volunteers feel confident too, while you are acting as an ambassador for Guide Dogs.

This guidance has some simple Do's and Don'ts to help you be clear what is expected of you when representing Guide Dogs at public events. This could be events like a country show, or a mass sporting event. If you are a registered volunteer you will already have support and advice available from your volunteer manager or contact person for the event.

(If you are a staff member/volunteer who supports or engages with children and young people as part of your role, please use the [Safeguarding Children Code of Conduct.docx \(sharepoint.com\)](#)).

Best Practice Guidance Information

The table below contains 2 columns and 8 rows. Headings are in row 1.

Do	Don't
Smile, get involved and enjoy greeting members of the public that you meet	Don't give out your personal contact details (including your social media) - your name and role are enough
Do be clear with parents or adults accompanying children that they remain responsible for their	Don't be in a position where you are on your own with children, or

children throughout the event/activity.	where you are expected to supervise anyone under 18.
Do be confident to say No if you are requested to 'keep an eye' on a child, even just for a short while.	Avoid physically touching/ hugging a child or directing them by touch, as usually there is no need to do this as they will be with their accompanying adult.
Do ensure you know who the lead contact person is for the event/activity and do ask them any questions you have.	Don't take photographs of members of the public unless this is allocated as part of your role - we have a careful consent process about taking and using photographs. Be mindful to respect other people's privacy when sharing your experience with others (e.g. on personal social media).
Do share any concerns with the contact person for the event/activity as soon as you can (or your volunteer manager) - this includes if you're worried you may have made a mistake; or if you are concerned about another person's behaviour.	Don't intervene directly if a child is disruptive or distressed, instead approach the parent/ accompanying adult to make them aware.
Do provide details of the Guide Dogs website and phone number for anyone interested in contacting us.	Follow procedures for collecting any personal information (for example volunteering enquiries) and only if you are up to date with your data protection training.
Do stay in the location/doing the tasks allocated to you, please don't swap with other helpers unless the event organisers ask you to.	Blank.

End of table.



Documentation:

N/A

Permissible exceptions:

There are no exceptions, as this guidance aims to ensure our people work safely and within appropriate boundaries when meeting children and young people at public activities and events.



Governance Information. Please do not remove.

Governance Review & Approval Table*:

The table below contains two rows and five columns.

Governance Area:	H&S	Protection of Children & Adults	Insurance	Legal	GDPR
Date Approved:		14.8.24			

Review Frequency:

Best Practice Guidance: Annually

Reviews should be done in accordance with relevant regulation, legislation changes or as a result of ad hoc activity, such as continuous improvement initiatives.

Version control table:

The table below contains four rows and four columns. (Only the original approval date and the most recent amendment should be included in the table.)

Date	Version	Status	Details of Change
14.8.24	1.0	Approved	New document.

***Please see below when a document must be reviewed by Governance**

Safeguarding - All documents with any reference to safeguarding, recruitment and training, working with clients (Adult and CYP).

Legal - All documents with any reference to agreements or contracts, third party partnerships, potential reputational risk, reference to compliance with any statutory or regulatory obligation.

Health and Safety - All documents where an activity could cause harm to a member of staff, service user, volunteer or third party or where there is reputational risk.

Insurance - A change to the way we deliver our services.



GDPR - If we are gathering any personal information on volunteers or service users.

End of document