

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

End of table.



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:	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.

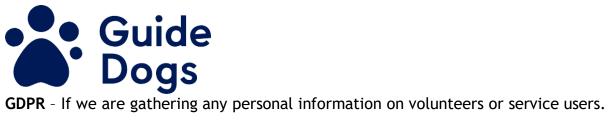
^{*}Please see below when a document must be reviewed by Governance

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.



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