

**DiABETES UK**  
KNOW DIABETES. FIGHT DIABETES.



# KEEPING SAFE, LEGAL AND HEALTHY POLICY

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# 1. Introduction

As a Diabetes UK volunteer, you provide much needed support and information to people living with diabetes and their families.

Because the safety and wellbeing of everyone involved with Diabetes UK is important, we have guidelines for our volunteers to follow. Some of them are required by law. This document sets out what you need to do to stay safe, legal and healthy when volunteering. It's important that you understand these guidelines and complete all training required for your role, so if you have any questions or need any help, please contact your volunteering team.

## 2. What is safeguarding?

Safeguarding describes the actions taken to promote the welfare of children, young people and adults at risk, and to protect them from harm.

Safeguarding is everybody's business, and we are all responsible for keeping children and adults at risk safe from harm. As a Diabetes UK volunteer, you too play a part in keeping children and adults at risk safe. This includes ensuring you consider safety in all aspects of your volunteering and act according to safer working practice principles (see below). It also means knowing what to do if you are concerned about a child or adult at risk, including volunteers and staff you may work with.

At Diabetes UK we ensure that all staff and volunteers understand their role in ensuring we:

- Protect children, young people and adults at risk from abuse and harm.
- Appropriately respond to any concerns.
- Prevent harm to children, young people and adults at risk by making sure the way we work keeps people safe and does not place them at risk of harm.

We can do this through:

- Making sure we have access to and follow good safeguarding policies and procedures accessible by all. You can find a copy of our [Safeguarding Flowchart](#) in the Document Hub on Assemble.
- Helping volunteers and staff understand what they need to do in their role to keep people safe.
- Providing safeguarding training for all staff and volunteers.

## Safer Working Practice

Safer Working Practice is a sensible and simple approach that helps all staff and volunteers across the charity keep themselves, and the children and families who attend events, safe.

We all aim to protect children, young people and adults at risk, and to prevent behaviours being misunderstood. The following guidance helps us minimise risk and ensure our activities are as safe and as fun as possible.

### Safer Working Practice principles



1. Be aware that the welfare of children, young people and adults at risk is the priority above everything else.
2. You should not behave in a way or have attitudes that would lead any reasonable person to question your suitability to work with children, young people or adults at risk.
3. We should all be aware of our behaviour outside of our working or volunteering lives which might lead people to believe we are unsuitable to support children, young people or adults at risk. An example of this might be seriously misusing drugs or alcohol, violent behaviour, or inappropriate use of social media.
  - a. Alcohol Consumption: If you are over 18 and chose to consume alcohol during an event wither as a participant, or a volunteer when you are off duty, please do so responsibly and in moderation, and be aware that behaviour can be misinterpreted under the influence of alcohol. Keep in mind that you are representing Diabetes UK.
  - b. Under 18s must not drink alcohol. Staff should consider their responsibilities and potential risks when consuming alcohol with volunteers over 18, including while off-duty. Drink in moderation and be aware that behaviour can be misinterpreted under the influence of alcohol. You must communicate and behave in an open and transparent way.
4. Always discuss and/or take advice straight away over any situation that may give rise for concern.
5. Apply the same behaviours and welcoming approach to everyone regardless of age, race, gender, disability, religion, belief, sexual orientation or status. Use the '[reporting non-inclusive or discriminatory behaviours](#)' form to log any concerns.

## Safer Recruitment and Criminal Records Checks

### References

We make sure that we have references for all staff and volunteers who have any contact with the public, and with children or adults at risk. We have clear guidance to support us with seeking suitable references and your volunteering team will work with you to make sure these are in place before you start in your role.

Some volunteer roles require a Criminal Records Check. Examples of these can be a local group Chair/Group Lead, Secretary and Treasurer, who may all require a level of Criminal Records Check. Some other roles may also require a check, for example a role that has face-to-face, telephone or online contact with children or adults at risk.

Your volunteering team will advise you on whether it is necessary and lawful for us to request a criminal background check for your particular role.

If a criminal background check is required, it must be carried out before you begin your volunteering role. For example, a volunteer supporting a children's weekend camping trip must have a cleared check to be able to attend.

## Training and support

We offer safeguarding training and support to ensure volunteers feel confident in their role and understand their safeguarding responsibilities. This ensures that children, young people and adults at risk are kept as safe as possible.

You can access Safeguarding Children and Adults at risk – Online Safeguarding Training via your [Assemble profile](#). Support on finding training can be found [here](#). Or please ask your volunteering team for support.

It is important that you feel confident with safeguarding children, young people and adults at risk. If you would like any further support or information about safeguarding in your role, please contact your volunteering team.

For full details of our safeguarding process, please follow the guidance set out in the ‘What to do if you are worried about a child or adult at risk’ Safeguarding flowchart which you can view in the [Document Hub](#) on Assemble.

## Staying safe online

Safeguarding also applies to any events or meetings you may hold online. It’s important to remember that the things people say, as well as how they behave might mean they’re at risk. We have resources for you can use to [help yourself stay safe online](#). Examples of things that might come up in comments that could be posted online could include:

- *“I ran out of insulin yesterday and I can’t get to my GP or pharmacist because I have leg injury which prevents me from walking far. I don’t know my neighbours and have no family to ask for help”.*
- *“Things were bad before this. But I have never felt so lonely and scared. I don’t want to bother my neighbours or the doctor ... I just wish I didn’t have to wake up tomorrow”.*

At Diabetes UK we have a dedicated safeguarding team on hand to help with any concerns, even if you aren’t too sure what you are worried about. We’re here to help.

## What to do if you are worried about a child or young person or adult at risk

It’s vital that everyone feels confident and knows how to share any worries they have about a child or young person or adult at risk. You don’t need to have a definite answer or a complete picture about what might be going on in the life of a child, young person or adult at risk but if there’s anything that causes a worry or concern it is important to get advice and support. We also have a [Safeguarding Flowchart](#) in Assemble to help you.

At Diabetes UK we have a dedicated safeguarding team who offer advice, support and ensure we take any action needed keep someone safe.

We are passionate about ensuring that every volunteer has support and that children and adults at risk can always be kept safe at any time. We have a partnership with the NSPCC to provide a

helpline service with a direct number, these details can also be found in our [Safeguarding Flowchart in Assemble](#).

Remember: If you are worried about anything, no matter how small, pick up the phone or email us to talk it through.

If you have a safeguarding concern, you can report it by emailing [safeguarding@diabetes.org.uk](mailto:safeguarding@diabetes.org.uk). You can also ring our dedicated NSPCC Helpline on 0800 614 458. This is open from 8am – 8pm Monday to Friday and 9am – 6pm Saturday and Sunday. Please note this number is for Diabetes UK staff and volunteers only.

### 3. Data Protection

British law sets out some very clear rules about how living people's information should be looked after. These rules are part of the Data Protection Act 2018 (DPA) and General Data Protection Regulation (GDPR). The GDPR sets out the standards expected of anyone who has access to records of personal or sensitive information.

The GDPR states that personal data must be processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage; using appropriate technical or organisational measures. Technology and best practice is constantly changing, but it's important to consider the security of data at all times. Most volunteers won't need to collect or use data but, when they do, we will provide people the support and training they need to meet any legal requirements.

There are different types of data that we need to understand:

- **Personal data and information:** personal data is any information that could allow a living person (called a subject) to be identified. For example, names, contact or financial details of members, volunteers, supporters and beneficiaries.
- **Sensitive data and information:** sensitive data includes information about someone's health, age, political beliefs, sexual orientation, religion, race and criminal records. There are extra restrictions on how sensitive data must be handled. You **don't** need to collect or store this data as part of your volunteer role, but it's important to recognise the difference between personal and sensitive data. If you think you need **to collect or store** this information, you **must** let your volunteering team know so we can support you with this before you begin.

The GDPR outlines six data protection principles that we should all follow when collecting, processing or storing someone's personal data. If you collect data, it is your responsibility to follow these principles.

1. **Lawfulness, fairness and transparency:** This means we must make sure our data collection practices don't break the law and that we are not hiding anything from people. To remain lawful and transparent it's important to have an understanding of the GDPR's rules for data protection and be clear with why we are collecting data and what it will be used for.
2. **Purpose limitation:** We must only collect data for a clear purpose and be clear on what the purpose is. If there is not a clear purpose, we can't lawfully collect data.
3. **Data minimisation:** We must only collect personal data we need in order to complete processes. This has two major benefits. First, if there is a leak or any data is stolen it means only limited data will be available. Second, it helps keep data accurate and up-to-date.
4. **Accuracy:** We must make sure that the data we collect is accurate. The GDPR states that "every reasonable step must be taken" to delete or correct any data that is inaccurate or incomplete. People can ask for their data to be deleted or corrected within 30 days.
5. **Storage limitation:** We should delete personal data when it's no longer necessary to keep it.

6. **Integrity and confidentiality:** This deals explicitly with security. The GDPR states that personal data must be processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures. This is a deliberately vague statement because technology and best practice is constantly changing. Most volunteers won't need to collect or use data but, when they do, we will provide people with the support and training they need to meet any legal requirements.

If you have a concern about the above, identify a data breach or you need assistance with a request to delete or amend data, please contact [infogov@diabetes.org.uk](mailto:infogov@diabetes.org.uk) or your volunteering team for further support.



## 4. Health, Safety and Welfare

Health and safety is everyone's responsibility. At Diabetes UK, we have the responsibility for the health and safety of our volunteers, attendees or guests at an event (both online and in person) or people who could be affected by our charitable work. We will assess the hazards and risks faced by people volunteering with us in the course of their activities and take action to control those risks to an acceptable, tolerable level. Our nominated health and safety leads and managers are responsible for this.

We also want to give you the tools and information to keep both yourself and everyone around you safe. Accidents do happen but obviously we want to avoid these as much as possible. To help volunteers recognise their duties under health and safety legislation, we will support you to take reasonable care for yourselves and for others who might be affected by your activities. These duties are explained at volunteer induction and will be made clear again if they are part of your role.

Some examples and details of what we do and need your support with are in the following pages but if you are unsure or get stuck, please get in touch with your volunteering team so they can advise you.

### Our commitment

We will meet our legal obligations by providing and maintaining a safe and healthy working environment so far as is reasonably practicable.

#### We will do this by:

- Giving health and safety leadership to identify and control health and safety risks.
- Asking our volunteers about matters affecting their health and safety.
- Keeping our buildings and equipment in good working condition and supporting you to report faults or hazards with any buildings or equipment you may be using.
- Using and handling any hazardous substances safely.
- Giving necessary information, instruction and training for our volunteers, taking account of any who do not have English as a first language.
- Preventing accidents and illness caused by your work with us.
- Actively managing and supervising any health and safety issues.
- Investigating any accidents or incidents that do happen to ensure lessons are learnt and any preventable accidents or incidents are avoided in the future.
- Getting competent advice when we need it and keeping up to date with current legislation.
- Having enough staff and budget to make sure we keep everyone safe and can meet all legal requirements.
- Aiming to continuously improve our health and safety performance and management through regular audits and reviews.
- Reviewing policies and associated arrangements on a periodic basis using findings from the audit process, staff consultations and incident investigation to guide change.

To make sure of the health and safety of everyone at work, we also recognise:

- Our duty to co-operate and work with other employers when we attend their premises, venues, or sites under their control.
- Our duty to co-operate and work with other employers and their workers when their workers come onto our sites to do work for us.

## Volunteering alone and keeping safe

Sometimes you will find yourself volunteering alone: this would class you as a lone worker and needs some additional thought. Unfortunately, when you are lone working, no one would be there to help you if you have an accident or suffer a sudden illness, so we need you to be able to recognise and avoid any potential dangers as much as possible. You'll also need to think about where and how you can get help. This is why we have SAFE practices (Safe Activities for Everyone) and why the [Risk Assessment form](#) (found on Assemble) is so important, and we ask for them to be completed prior to carrying out any events and activities.

The last thing we want is for any volunteer to put themselves at or feel at risk. Your volunteering team can support you with guidance and advice, you can also raise any concerns through them when planning your events or activities. You can find more information in the [Volunteering Policy](#), which is on [Assemble here](#) or please ask your volunteering team for a copy

### 1. What is lone working and who does this apply to?

- Lone workers are those who work by themselves without close or direct supervision.
- As a volunteer you could find yourself volunteering alone at some point.
- Volunteers are not allowed to work alone with children, young persons or adults who may be vulnerable or at risk.

### 2. Why is it important to know about volunteering alone?

- When volunteering alone there is no one there to help you if you have an accident or suffer sudden illness. You need to be able to recognise and avoid potential dangers. You also need to know how to get help.
- No volunteer should be in a situation where they feel at risk, and this is why we ask that you contact your volunteering team if you need any guidance or if you have concerns when planning your roles and activities.

### 3. Responsibilities

#### 3.1 Our responsibilities

We have a duty to make sure of the safety and welfare of our volunteers. This is why we ask for [Risk Assessments](#) to be completed for volunteer roles and planned volunteering activities. These are available on the website and from your volunteering team.

### 3.2 Your responsibilities as a lone volunteer

- You are expected to take reasonable care of your own safety and that of others.
- Please follow the personal safety practices outlined below.
- Report any accidents, incidents, injuries and near misses to your local office. A near miss is a close call or near collision that had the potential to cause injury, like slipping on a wet floor without warning signs, but just managing to avoid falling.

#### 4. Know the risks of your role

If you're working alone, you need to think about any risks you might face by doing the **People, Environment, Activities, Checks and Equipment (PEACE)** test. Use these points to think about whether what you are doing is safe and if you have any concerns talk to your volunteering team:

People	<p><b>You</b></p> <ul style="list-style-type: none"><li>■ Are expected to take reasonable care of your own safety and that of others.</li><li>■ Do you have any health issues that might affect your safety when alone – like pregnancy, disability or special medication?</li></ul> <p><b>Who are you going to meet?</b></p> <ul style="list-style-type: none"><li>■ Strangers and members of the public</li><li>■ People known to you</li><li>■ New people</li><li>■ People with a history of difficult behaviour.</li></ul>
Environment	<p><b>Where are you going to be?</b></p> <ul style="list-style-type: none"><li>■ Someone's home or personal space</li><li>■ Travelling on your own</li><li>■ Out on the street amongst members of the public</li><li>■ A rural, isolated or unfamiliar urban area</li><li>■ Are you able to let someone know what you are doing, where you are and if your plans have changed?</li></ul>
Activity	<p><b>What are you doing?</b></p> <ul style="list-style-type: none"><li>■ Dealing with cash – collecting, receiving, counting, banking</li><li>■ Carrying valuables</li><li>■ Supporting other people who you don't know</li><li>■ Travelling on your own.</li></ul>
Checks	<p><b>When are you volunteering?</b></p> <ul style="list-style-type: none"><li>■ During the day when there are people around</li><li>■ Night or early morning outside of normal office hours, when fewer people are around</li></ul>

	<ul style="list-style-type: none"> <li>■ In difficult or severe weather conditions.</li> </ul>
Equipment	<b>What equipment are you using?</b> <ul style="list-style-type: none"> <li>■ Mobile phones</li> <li>■ Cars or taxis.</li> </ul>

## 5. Top tips

Although we always encourage you to be with someone you know when volunteering, there may be times when you are volunteering alone. When this happens you always need someone to know where you are, what you are doing, and what to do if you don't return at the expected time.

### 5.1 Setting off on your journey

- Before you set out, leave information about your destination including the full address, telephone number, predicted length of visit and your expected time home.
- If confidentiality is an issue, leave the details with your local office or in a sealed envelope with a trusted family member or friend.
- If possible, leave details of how you intend to drive, get a bus or the taxi firm you will use.
- If your plans change let someone know.

### 5.2 Attending meetings

- Be alert to your surroundings and know where the exits are.
- Expect others to join the meeting.
- Where possible face your exit. Make sure your exit route is clear.
- If you are visiting someone's home, you must take another volunteer with you.
- Consider the following:
  - Are there any animals that could make you feel uncomfortable? You could always ask for them to be placed in another room.
  - Remember that new sexual harassment laws apply to volunteers and if you feel uncomfortable in a situation at an event, you can raise a concern with us using our [non-inclusive and discriminatory behaviours form](#)
  - Check where the doors are and how they open.
  - Don't enter if you have any concerns.
  - Only take what you need with you and do not spread your belongings around so you can leave quickly if you want to.

### 5.3 Travel

- Be organised, plan your route, and know where you are going.
- Check the weather as that may have an impact on your travel arrangements.
- Tell someone when you will be expected home.

- Ensure you have any medication you may need, including hypo treatments.
- Public transport:
  - Prior to travelling, check for any delays.
  - On trains, avoid travelling in empty carriages.
  - Wait in well-lit areas.
  - Use reputable licensed taxi firms.
  - Store taxi contact details in your mobile phone.
- If you are driving:
  - Make sure your vehicle is in good running order.
  - Always choose the safest, not necessarily the shortest, route.
  - Give yourself time to take regular breaks. You will need to stop for at least 20 minutes every two hours.
  - Carry a soft drink, some food and a change of warm clothes or waterproof coat, in case you are stuck in traffic or break down and have to exit your vehicle.
  - Make sure you have enough fuel for your journey.
  - When driving alone, particularly in traffic, lock your door.
  - Park somewhere well-lit where possible.
  - Hide valuables out of sight.
  - Do not use your mobile phone whilst driving.
  - Do not drive when you are tired or taking medication that could cause drowsiness.
  - Never drink and drive.
  - Know what to do in an emergency if your vehicle breaks down or you are involved in an accident.

## 5.4 Mobile phone

- Have a mobile phone with you at all times.
- Always keep it charged.
- Don't use your phone whilst driving.
- Keep contact details programmed into your mobile.

## Volunteers driving for Diabetes UK

As a volunteer, you may not realise that when you drive during an activity for us, your car insurance may not cover you. If you were to be involved in an accident you could be liable to passengers and other drivers. The aim of this policy is to make sure that volunteers who drive for us are properly insured, and that we have taken reasonable steps to reduce the risk of accidents.

### Who does this policy apply to?

- Volunteers who we have asked to drive for us. For example, this policy should be followed when we ask our volunteers to use their own cars to transport supplies like leaflets, refreshments or passengers.



- This policy does not normally cover volunteers using their cars to drive to or from our events. In such cases, volunteers are only covered if we have specifically asked them to drive for us, for example because we want them to drive other volunteers or supplies to the event.

## Insurance

- Volunteers need to be aware that if they are involved in a road accident whilst driving for us, any claims will be made against their insurance policy.
- This means volunteers need to tell their insurance companies that they will be driving their vehicles for Diabetes UK in a voluntary capacity, and make sure their insurance will cover them to do this. Some insurance companies will treat this as business use and require business cover. Others will include volunteer use in their standard policy.
- Volunteers who do not have appropriate insurance cover must not use their vehicles for Diabetes UK business, even in an emergency.
- If there is any uncertainty about whether a volunteer has enough insurance cover, please call a taxi rather than take the risk.
- If there is an urgent need to drive somewhere but there is no suitably insured driver, a taxi should be called. In a medical emergency an ambulance should be called.
- Volunteers should remember that fines or penalties incurred for parking or traffic offences in the course of the volunteering activities are the responsibility of the volunteer.

## Documents

- We ask volunteers to show their volunteering contact the following documents before driving for us:
  - Driving licence valid for the class of vehicle to be driven
  - MOT certificate for the vehicle
  - Insurance certificate for the vehicle including the appropriate level of cover.
- Staff contacts should make arrangements with volunteers to see these documents. This can be in person, at an event or by sending photocopies.
- The volunteering contact will record that they've seen these documents on a Volunteer Driving Form. Any photocopies we receive will be shredded once the form has been filled out.
- Volunteers should be given a copy of this form and bring it to any events where they will be driving. This allows the organisers of the event to confirm that the volunteering contact has seen the documents even if they're not at the event.

## Roadworthiness and fitness to drive

- Volunteers are responsible for making sure that their own vehicles are roadworthy and safe for journeys taken whilst volunteering for us.
- Volunteer drivers should tell us if they are unable or unfit to drive whilst volunteering. Drinking alcohol, taking drugs or certain medicines can make people unfit to drive. Anyone in doubt

about the effects of any medicines they have taken should contact their doctor for advice before volunteering to drive.

- Volunteers can refuse to drive at any time whilst volunteering for us, for example if they believe that there is a risk to safety or a breach of their insurance policies.

## Driver training

- We can provide you with a free online driving assessment that uses a quick-fire batch of questions to measure your risk when driving. You will then receive a personalised set of training videos to help lower your risk when driving. Speak to your local volunteering manager and they will provide you with a login to our system RM works.
- If you feel you are a high-risk driver and would like to find out ways to reduce your risk further, again, please speak to your local volunteering manager who will be able to refer you internally to our risk team.

## Carrying passengers

There may be times when you need to transport others in your vehicle as part of a volunteering role, that could be travelling with a staff member or another volunteer to an event or conference. Some additional considerations need to be made when planning to do this including,

- Volunteer drivers should only volunteer to transport passengers if their vehicles are suitable for this and have adequate space to fit passengers.
- The journey does not add considerable time to your own journey resulting in fatigue.
- That the addition of a passenger does not add additional risk to your journey.
- By law, drivers must make sure that passengers under the age of 14 are wearing their seatbelts.
- Please remind adult passengers to wear their seatbelts too.
- By law, children may only be carried in vehicles with the necessary child restraint or booster. In an emergency where no alternative transport is available, children over the age of three years may be transported in the rear seats using adult seatbelts without a restraint or booster. See The Royal Society for Prevention of Accidents for guidance.
- Volunteer drivers should not smoke or allow smoking in their vehicles whilst transporting passengers.
- Volunteer drivers should follow safeguarding procedures when transporting passengers.

There are also additional requirements depending on the type of passenger you are transporting, see below for details:

- Staff
  - By agreement when required with all the above in place.

- **Volunteers**
  - By agreement when required with all the above in place.
  - The times and locations of the journey must be communicated to your volunteering manager (or an agreed colleague).
  - In line with the lone working policy, you must notify your volunteering manager (or an agreed colleague) on pickup and drop off.
- **Beneficiaries**
  - Explore other options first before agreeing to transport a beneficiary, is it possible to travel by public transport together or meet somewhere.
  - By agreement when required with all the above in place.
  - The times and locations of the journey must be communicated to your volunteering manager (or an agreed colleague).
  - In line with the lone working policy, you must notify your volunteering manager (or an agreed colleague) on pickup and drop off.
- **Children and young people (under 18s)**
  - Explore other options first before agreeing to transport a child or young person, is it possible to arrange for the parent or carer to be present? Is it possible to pay for another safe means of transport for the children or young person and their parent or carer.
  - Two adults must be present during the journey, unless they are the young persons parent or carer, one must have Diabetes UK issued criminal record check specific to the location they are working or volunteering in. The other adult can be another staff member, volunteer, beneficiary or the children or young person's parent or carer.
  - By agreement when required with all the above in place with additional consent well in advance from your volunteering manager and the children or young person's parent or carer.
  - The times and locations of the journey must be communicated to the parent or carer and your volunteering manager (or an agreed colleague).
  - In line with the lone working policy, you must notify your volunteering manager (or an agreed colleague) on pickup and drop off.
  - You should also ensure that the parent or carer are notified.
  - The child or young person should be collected from their home, a public place, or a Diabetes UK office and not your home.

## **Alternatives to using volunteers' own vehicles**

For events that run for more than one day, the organisers may wish to consider renting a vehicle for the duration for errands, emergencies or occasional use. In this instance, there should be designated drivers – who may be staff – but efforts should be made to include the names of potential drivers on the hire policy.

## **Volunteer insurance guidance**

All our volunteers are covered by Diabetes UK public liability insurance, also known as third party insurance, and it is important to complete a risk assessment for events and have this signed off by your volunteering manager to ensure this cover remains valid.

### Public liability insurance

- Public liability insurance generally covers anybody (other than employees) who comes into contact with the charity.
- This includes volunteers. It covers them against loss or injury caused by our negligence. It also protects for loss or damage to property caused through the negligence of someone acting for the charity, which includes the actions of volunteers.
- We have no upper age limit for our volunteers and so this does not have any repercussions in terms of insurance cover for us or our volunteers.

### Directly managed volunteers

- Volunteers who are directly managed and volunteer in our offices are covered by public liability insurance.

### Volunteer networks

- Our public liability insurance cover also extends to events organised by various Diabetes UK groups including voluntary group activities, but not anything considered hazardous.
- Local groups have access to a copy of the public liability insurance at the beginning of each year outlining what's not covered, like hazardous activities. You may also request a copy of this from your volunteering team.
- If you need insurance cover outside of what has been covered here or have any questions as to whether an activity is covered, please contact your volunteering team. Cover outside the normal range of the organisation's activities may require an excess premium, which will be charged to groups. Groups are encouraged to obtain quotations for comparison and are free to use whichever is cheaper.

### Accidents, incidents and near misses

Although unfortunate, accidents and incidents can happen. The most important thing when any accident or near miss happens is to RECORD IT on an [Accident Reporting Form](#), these can be found on assemble. **Report** it to your volunteering team and **review** it using your [Risk Assessment](#). This can help you to prevent it from happening again in the future. You should also update the [Risk Assessment Form](#) for any similar events. This shows that we are reviewing our activities to demonstrate that we are keeping safe, legal and healthy.

This process is important for three main reasons:

1. Diabetes UK is legally required to keep a record of accidents and dangerous incidents that happen at our events. This is so that we can respond to any claims as well as learn lessons and help to prevent accidents from happening again. This includes any accidents or incidents that happen in group meetings.

2. Diabetes UK's insurers require that we tell them if any accidents happen. Understanding the types of accidents that happen allows our insurers to make sure that all of your activities are covered by our Public Liability Insurance.
3. Diabetes UK has a responsibility to report serious accidents or incidents which fall under the Health and Safety Executives Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR). Your local team will advise you if any accidents or incidents fall into this category

If you do not inform us of your event before it takes place, you may not have the correct level of insurance cover or may not be covered by our insurance.

Examples of accidents and incidents that you must report include anything where:

- One of your members was injured at one of your activities and required first aid or basic medical attention. This includes injuries caused by accidents such as tripping, lifting or being hit by an object.
- A member at one of your activities required first aid or medical help due to illness, for example fainting or complications due to diabetes.
- A member of the public was injured at one of your activities.
- A member of the public was injured by equipment or property belonging to your group, even if this is at someone else's event.
- Something happened where someone could have been hurt but wasn't. This is called a near miss. For example, if a table you were using at an awareness event collapsed, but no-one was hurt, you would need to report this.
- A dangerous situation that was avoided by quick reactions. For example, if someone was about to sit on a seat and you noticed it had a broken leg and stopped the person from sitting, this would need to be reported.

This is not an exhaustive list so please talk to your volunteering team if you have any questions. It is also important to remember to keeping people safe during online events and risk assess these. For example, if you hold an online exercise class, make sure people have cleared enough space to participate safely and stay within their comfort zone. Any incidents in online meetings should also be reported following the process above.



## 5. Social Media

We use social media across all of our work here at Diabetes UK. We use it to campaign, to raise awareness of the condition, to ask people to support our events and lots of other things too. It's a great way of reaching lots of people and making sure they know all about our work.

A lot of our volunteers, supporters and staff are all on social media too. They use it to help share information about Diabetes UK but also their private lives.

We have a strong presence on Facebook, X (formerly Twitter) and Instagram and find that social media is allowing us to support more and more people living with diabetes each year. And by connecting with us on social channels, and sharing positive stories, you can really help us spread the word. Taking us closer to a world where diabetes can do no harm.

We encourage the responsible use of social media. There are a few general rules that we ask you to follow when you're referring to us online, joining in the conversation or using our brand.

For more information about the guidelines of use, please refer to the [Social Media Policy](#), which can be found on Assemble or is available from your volunteering team.

## 6. Other volunteering policies and resources

We have a set of volunteering policies and documents that may help you when volunteering with Diabetes UK. These can be found on [Assemble](#), [our website](#) or are available from your volunteering team.

1. Volunteering Policy
2. Keeping Safe, Legal and Healthy Policy
3. Volunteer Expenses Policy
4. How we solve problems together
5. Volunteer Whistleblowing Policy
6. Social Media Policy
7. Fraud Policy

## 7. Local groups: additional requirements and support

### Introduction

As a Diabetes UK group, your meetings and events provide much needed support and information to people living with diabetes and their families.

The wellbeing of everyone involved with your group is very important and, because of this, there is extra information that our Group volunteers need to be aware of, to make sure that we are compliant with UK law, with Diabetes UK policies and to ensure that everyone feels that we are keeping safe, legal and healthy. This section covers three areas in more detail: Safeguarding, Data Protection and Confidentiality, and Health, Safety and Welfare.

### Safeguarding

#### Roles and responsibilities

Safeguarding is everybody's business and we all have a role in keeping children and adults at risk, safe. It is important to consider safety when planning events and activities and know what to do if you have a worry about a child, young person or adult at risk. This includes ensuring you act according to Safer Working Practice principles (see [page 4](#) of this policy).

In addition, key roles in your group have specific responsibilities:

- **Chair/Group Leader:** Ensuring your group operates according to the Diabetes UK safeguarding procedures.
- **Secretary:** Ensuring Diabetes UK is kept informed of any changes to group details, including safeguarding contacts, volunteers, events and activities.

#### Planning safe events

The health, safety and welfare guidance in this policy highlights the importance of assessing risk and using the [Risk Assessment](#) process. This assessment should also consider any safeguarding risks – a family fun day or day trip for example. For more information on Risk Assessments, please go to the health, safety and welfare section below.

What are the risks and what harm might be caused?	How do we mitigate the risks?	What further actions are required?	Action for who and by when?
Volunteers applying to participate in an event who may not be suitable to work with children and young people.	Criminal Records Checks for all eligible staff and volunteers. Two references gathered for all volunteers working with children.	Record all recruitment activity and share with Diabetes UK.	Local group chair to ensure all records are shared with Diabetes UK for all confirmed volunteers – prior to event.
Unsuitable behaviour or allegations against a volunteer.	Volunteers work in pairs throughout the event.	Monitoring of this throughout the event.	Local group Chair to remind volunteers of safer working practice principles at the beginning of the event.
A concern about the safety or welfare of a child or adult at risk is identified.	All volunteers briefed on 'What to do if you are worried about a child or adult at risk' procedures before the event.	Event Safeguarding lead to ensure all volunteers understand what to do if they have a worry about a child and the 'what to do if you are worried about a child or adult at risk' flowchart is readily available at the event.	Local Group Chair to prepare materials and brief all volunteers before or at the event.

## Planning safe events with children

If you are planning an event with children, you must complete a [Risk Assessment](#) and send this to your volunteering team using the below time frames. Don't forget as soon as you start planning an event, let us know.

### Green events: 2 weeks prior to the event

Children are accompanied (parents/guardians are with and responsible for their children for the whole of the event) and the event is during the day or evening (not overnight).

### Amber events: 6 weeks prior to the event

Children attend without parents or carers and are supervised by Diabetes UK volunteers and the event is during the day or evening (not overnight).

### Red events: 6 months prior to the event

Residential event – involves an overnight stay for participants.

NB: Red events can only be run with prior agreement with your volunteering team. If you would like to explore the possibility of running a Red event that involves an overnight stay, please contact your volunteering team to discuss the details further.

### Safeguarding checklist

- Do all volunteers and members within your group understand what to do if they are worried about a child or adult at risk?
- 
- Are you clear about the safeguarding roles and responsibilities at the event?
- Have the Chair and secretary completed safeguarding training in the last three years?
- Have all eligible volunteers completed Criminal Records Checks? Do you know who to talk to, to see if a role requires a criminal record check?
- Does the group run events which include children?
- Do you complete a [Risk Assessment](#) in advance of each event?

### Local groups: Data Protection and Confidentiality

People trust us to store and use their information properly and all Diabetes UK staff and volunteers are expected to follow our Data Protection and Confidentiality guidance, as written in this Policy. GDPR applies to anything where you're collecting, storing or processing personal information. This means that we need to:

- Give people choice about when and how we stay in touch.
- Get consent before collecting contact details.
- Explain clearly why we are collecting the information and what you will use it for.

You might collect and store individual's details to:

- Send a newsletter to your members.
- Send details of your next meeting.
- Update your group about a change in committee.

This guidance will show you how to stay within data protection law and help us to keep safe and legal.

### Confidential business information

This is any information about our organisation that, if disclosed, may be:

- Prejudicial to the business of the organisation.
- Could be used to threaten the security of its property and its systems or could cause embarrassment to the organisation.

This may include:



- Commercially sensitive data about the charity.
- Non-public details about the charity's finances.
- Internal management discussions or decisions not for current disclosure.
- Information security arrangements.

## Understanding the law

Below are the most important principles that groups and lead volunteers must be aware of, and operate in line with, to ensure we are keeping safe, legal and healthy. To help you to keep to these principles, there are also some simple Do's and Don'ts.

## The principles of data protection

### Dos and Don'ts

<b>PRINCIPLE 1: Data must be collected lawfully, fairly and transparently.</b> The person must understand why you require their information and have agreed – or consented – that you can collect it. You should be clear about what you're going to do with the information. Would the person expect their data to be used in the way you are using it? For example, if you only have a group member's consent to send a newsletter, do not use the details to share with another charity.	
<b>DO</b>	<b>DON'T</b>
Use the statement below that records consent.	Collect any data without asking for consent first.
<b>PRINCIPLE 2: There should be a purpose for collecting the information and it should only be kept for as long as it takes to complete that purpose.</b> Don't pass data to any other organisation or share it unless you have consent to do this. If you are asked to, or think you need to share information, then you must first speak to your volunteering team before you do anything.	
<b>DO</b>	<b>DON'T</b>
Ask yourself what the purpose of collecting the data is before you collect it. Do you really need it?	Use information you hold for any reason other than that set out when you collected it.
<b>PRINCIPLE 3: There must be a good reason for collecting the data and only necessary data should be collected.</b> Why you're collecting the information and what you're doing to do with it must be made clear. For example, if you are collecting a group member's email address to let them know the meeting and event schedule for the year, then make this clear when you are collecting it. You may only need their name and email address, or you may also need a postal address and phone number.	
<b>DO</b>	<b>DON'T</b>
Be clear about why you are collecting information.	Collect diabetes type, ethnicity, or any other sensitive data. You do not need this information to stay in touch with your members.

<b>PRINCIPLE 4: Data should be accurate and kept up to date.</b> Every reasonable step must be taken to ensure that personal data that is inaccurate is deleted or rectified without delay.	
<b>DO</b>	<b>DON'T</b>
Regularly check that the information you hold is accurate and up-to-date and delete or remove information you hold immediately when asked to do so by the individual.	Assume the information you collected a while ago is still correct.
<b>PRINCIPLE 5: Data should not be kept for longer than is necessary.</b> You must only use information for the reason given, keep it up-to-date and destroy it when it is no longer needed.	
<b>DO</b>	<b>DON'T</b>
Remove any records that are not needed at least once a year. For example, you should delete the details of group members from your locked document if they are no longer a member.	Hold on to data for longer than you need it.
<b>PRINCIPLE 6: You must store personal and sensitive data safely and securely</b>	
<b>DO</b>	<b>DON'T</b>
Think about how and where you will store the information. For example, in a locked folder on your computer or a locked cabinet. Talk to your volunteering team if you need any support with this.	Leave personal or sensitive data unattended so that others can see it. For example, left out on a table after a group meeting.

## Data Protection Consent Statements:

### Individual volunteers and local groups

This statement should be use by individual volunteers and Local Groups collecting personal data for on-line or offline use. You should ensure that you have consent to collect personal information. This statement should include contact details for the individual or group who hold the information. It is important that you are transparent about why you are collecting the information and how it will be stored.

### Diabetes UK consent and Privacy statements

If an event is being held by Diabetes UK and the data collected on our behalf please speak to your volunteering team, to ensure that the correct statement is used and that the details will be stored securely.

This statement **must** be used when collecting personal data for all on-line and offline use for all teams and campaigns managed by Diabetes UK. It must not be amended.

*[This part is optional: Someone is diagnosed with diabetes in the UK every two minutes. Your passion and commitment help us to provide support, research new treatments and fight for better care for the millions of people living with diabetes in the UK. With your help, one day, we'll find a cure.]*

We'd love to keep you updated about how we support people living with diabetes and how you can help by donating, volunteering and campaigning. We'll stay in touch with you by post and phone. It helps us to keep our costs down if we can email you but it's **entirely your choice**.

Please tick the box to tell us you are happy to receive emails: ☐

*[The following part is optional: for use if collecting sensitive data about health, diabetes details or ethnicity.]*

*It's really important to us that we provide you with the best support possible and send you the most relevant information. To do this, we sometimes need to ask for information like your connection to diabetes, treatment type and ethnicity. By sharing the information below, we'll be able to send you more tailored information when we get in touch and improve the service we offer to you and every person affected by diabetes.*

*Please tick the box to tell us you're happy for us to use the information you provide. Thanks for your support. Occasionally we may need to share personal data with our suppliers to process your orders and requests or to provide other services to us. **We promise:***

Never to release your personal details to another company for their marketing purposes.

To always respect your communication preferences.

We only want to send you relevant information and requests to support us. To do this we may analyse the information you provide and gather extra data. You can find out more about how we use your information at [www.diabetes.org.uk/privacy](http://www.diabetes.org.uk/privacy)

You can change **how you hear from us** or ask us to **stop communicating with you** at any time:

Visit us at <https://forms.diabetes.org.uk/im-in-charge>

Email us at [helpline@diabetes.org.uk](mailto:helpline@diabetes.org.uk)

Phone us on 0345 123 2399

## Top Tip: Six questions to ask yourself

Know the answer to these six questions before you collect or store personal data:

1. **Who:** Whose data are you collecting? Is it an adult or child? There are special considerations for collecting children's data, please contact your Volunteering team for more advice.
2. **Why:** Why are you collecting it? Is it for fundraising, an event, or volunteering? You should consider what consent and privacy information you need to provide and how this data will be managed.
3. **When:** When are you collecting it? What is the date and time?
4. **Where:** Where are you collecting it? Is it an electric or paper form? Is it being taken over the telephone? Who is storing the data?
5. **What:** What personal data are you collecting? Is it bank details, sensitive healthcare information, or a home address? Special Category data and financial data such as bank details needs extra protection, speak to the Volunteering team if you need to collect this data.
6. **How:** How long are you keeping it for? Have you set a retention for the data, for where it should be reviewed or deleted?

## Support and guidance

Your volunteering team will provide information and resources about how to handle, store and secure any personal or sensitive information as part of the induction to your role. They can offer ongoing support and guidance when needed. The Protecting personal data and staying cyber safe online module can be found in your [training profile](#) on Assemble and is required for our local groups.

## Practical advice when handling personal data

This includes personal, sensitive and business confidential data.

## Collecting information

- Always remember, when you collect information, you need to use a GDPR consent statement which is given above.
- Please make sure the GDPR statement is written on any forms you use, for example, events sign up forms. Also, if you collect any information over the phone, you must also read out the statement so that they understand and can give consent.
- Please note if someone provides an email address to register for an online meeting this is **not** the same as providing consent to hear about other aspects of your group's work. You must have consent from the individual before you add them to any mailing list or newsletter.

## Sharing information

If you think you need to, or are asked to share information, then you must first speak to your volunteering team before you do anything.

## Paper records

- Always store in a locked drawer or cupboard when not in use.
- Never leave documents lying around unattended.
- If you are carrying your file in your car and will be leaving it unattended, lock the file in the boot out of sight.
- Check your records once a year and remove the details of anyone who is no longer involved. Records must be disposed of carefully. If you have a criss-cross shredder, then please shred the documents. If you don't own one, contact your volunteering team for advice on safe and secure disposal.
- Pass all of your papers to another member of the group if you leave your role and please let your volunteering team know.
- Pass a copy of this guide to new volunteers so that they know how to handle the information safely and securely.
- Report any lost data to your volunteering team as soon as possible.

## Electronic computer records

- Protect all electronic files, for example spreadsheets and tables, with a password. Avoid using an obvious password such as 'password' or 'diabetes'. If you do not know how to password protect a file, ask your volunteering team before collecting the information.
- If you need to send personal information by email, send a test email first with no data, to check that you have got the right address.
- All emails should use the BCC function. Where possible send individual rather than group emails. If you send group emails, for example when sending round the minutes of a meeting, then always use the blank carbon copy (bcc) address box to hide the actual email addresses
- Do not request any special category data via email.
- If you send personal information by email, do not include the password in that email. Phone the recipient, text them, or send a separate email to give them the password.
- Report any lost data to your volunteering team as soon as you realise what has happened. This includes emails containing personal information that were sent but not received by your intended recipient.
- If you send group emails, for example when sending round the minutes of a meeting, then always use the blank carbon copy (bcc) address box to hide the actual email addresses.
- As with paper records, you must check your records once a year and delete files or details of anyone who is no longer involved. Please make sure electronic files are double deleted from the system. This means you will need to remove them from the recycle bin on your computer. If you are unsure of how to do this, please contact your volunteering team for help and advice.



## Mobile phones

- If you need to store names and phone numbers on your phone, use initials or first names only.
- Delete any contact numbers that are no longer needed.
- Make sure your phone locks using a password or PIN.
- If you need to text personal information to someone, double check that you have the correct number. Only send the minimum information needed.

## Telephone

If you need to discuss confidential information over the phone, always make sure that you know you are talking to the right person. Avoid discussing when there are other people around you who may be able to overhear the conversation.

## Subject access request

Individuals can ask to see everything you write and record about them. If someone asks you what information you hold on them or asks to see your records about them, please contact your volunteering team for advice as soon as possible. This is called a subject access request and there are laws about how these requests should be handled and how quickly we have to respond to the individual making the request.

## If an incident happens

- If you think that there has been a data protection breach, such as if personal data has accidentally been lost or shared, please let your volunteering team know as soon as possible. This includes where email addresses have been accidentally disclosed. Please also email the details to [infogov@diabetes.org.uk](mailto:infogov@diabetes.org.uk)
- Letting your volunteering team know straight away is very important. By doing this we can look at the processes used and make improvements. This could prevent an incident happening in future
- If you cannot reach your volunteering manager, please email [volunteering@diabetes.org.uk](mailto:volunteering@diabetes.org.uk)

## 8. Local groups: Health, Safety and Welfare

### Risk Assessments

In order to ensure that your group meetings and events run as smoothly and as safely as possible, Diabetes UK asks groups to make a risk assessment before those meetings and events take place. It is essential that this Risk Assessment takes place and that the hazards, risks and recordings of your findings are logged in our [Risk Assessment Form](#).

We all manage risk every day and mostly we do it without thinking about it. For example, when crossing a road, you may look for the quickest route. However, your decision may be different if you are with a four-year-old child and decide to look for a pedestrian crossing. In making this decision you are thinking about the risk involved in an activity, considering who is involved and deciding what action to take to reduce the risk. Risk assessment doesn't have to be complicated, but we do ask that you write it down using the [Risk Assessment Form](#) to ensure that:

- Volunteers and the public are protected and that you have reduced the chance of someone being harmed at a meeting, event or activity you have organised; and
- Diabetes UK's Public Liability Insurance covers you.

### When to complete a Risk Assessment Form

Although not an exhaustive list and there may be other types of events to take into account, as a rule, you should definitely carry out a Risk Assessment where an activity or event:

- Is open to the public or takes place in a public space.
- Involves significant physical exertion.
- Involves lifting, pushing or pulling (manual handling).
- Involves collecting or handling money.
- Involves working with children, young people or adults at risk.

Please note, for groups who have their regular meetings in the same place, you only need to complete one [Risk Assessment Form](#) and review it annually. If something changes in the meantime, such as the venue, time of day or needs to attendees, you will need to review it.

### The Risk Assessment Process

So you're organising a meeting or event and you now need to complete a [Risk Assessment Form](#) – here are the three steps to go through:

#### Step 1

Complete a [Risk Assessment Form](#) – you can find a copy in [Assemble](#).

This form will help you to plan and run the activity looking at how you can make it SAFE by going through the PEACE of mind framework.

The PEACE of Mind framework (see page 10 of this Policy) is a simple tool to guide your thinking around the areas you need to consider when making an assessment of risk. PEACE stands for People, Environment, Activities, Checks and Equipment.

As you go through the form, you will be asked to:

- Identify the risks and hazards (Who might be harmed? How might this happen? If we did nothing how serious would an injury be?).
- Assess the severity using the guide on the risk assessment (
- Think about the likelihood of risk occurrence
- Decide on the controls needed (What do we do already? What else do we need to do to control or avoid the hazard?).
- Record your findings and implement them (Write down what you have thought about and what you are going to do).
- Review your [Risk Assessment Form](#) (The level of risk can change, so update the [Risk Assessment Form](#) as and when required).

We understand that deciding on the risk level can be difficult. There is nothing in law to say what an acceptable level of risk is and this means that you, with our support, have to decide whether a risk is acceptable. The bottom line is that you only have to think of hazards that you can reasonably expect to be present at your event and take steps to reduce the risk to an acceptable level. Your volunteering team will always be there to support you if you have any queries, so please just contact them if you need further support.

### Step 2

Send a copy of your completed [Risk Assessment Form](#) to your volunteering team four weeks before your event takes place, so that they have time to review it, support you with any changes and finally agree it.

The volunteering team will keep a copy of the form but it is important that you also keep a copy and take it with you to your event, as the form serves as a handy checklist that you can review on the day of the activity, before it is scheduled to start and communicate the relevant risks to your organising team or attendees. This will help you to assess whether anything has changed and whether additional care or actions are needed before the activity starts.

### Step 3

After your activity or event, think about how it went and whether there is any learning to take into account for the next one. Make a note of these so you can build it into your next SAFE assessment.

### How we will support you with Risk Assessments:

Your volunteering team will provide information and resources about health, safety and welfare matters as part of the induction into your role and we will offer ongoing support and guidance when needed. In addition, a member of the local office will also visit you once a year and will go through a [Confidence Checklist](#) with you. This gives us all PEACE of mind that we are keeping safe, legal

and healthy so that you can continue to offer safe events and activities for people living with diabetes. Please do contact your volunteering team if you have any questions generally or as you complete the [Risk Assessment Form](#).

### Events involving children

As mentioned in the Safeguarding section, you will need to take extra precautions if you are planning an activity that will be attended by children without their parents or carers, or an activity where children will be separated from their parents. For example, having a play area for children whilst parents are taking part in a separate activity.

If you have any questions, please contact your volunteering team who will advise you on safeguarding and agree whether your activity can go ahead.

