

# Tower Hamlets Crime Watch

## Safeguarding Policy for volunteers

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### 1. General advice

- 1.1. Each THCW member / volunteer acts in a personal or civilian capacity.
- 1.2. None of our members have access to police or Council or other organisations data.
- 1.3. Any information shared with us within the confidential criteria from partner organisations will be kept out of general publication.
- 1.4. We do not have any coordinators who are responsible for groups of residents or area users.
- 1.5. We do not erect any signs, nor do we distribute leaflets or information materials other than
  - 1.5.1. Via our social media channels
  - 1.5.2. Our website
  - 1.5.3. By email or messaging.
  - 1.5.4. Any articles written on our website are compiled by the individuals whose name is stated on the article. They are made with best intentions.

### 2. New members / Donations

#### 2.1. Joining online

- 2.1.1. Complete the online verification form or attend a meeting
- 2.1.2. Await decision for application of membership within 28 days
- 2.1.3. If approved make a one-time non-returnable joining donation to the bank account given.
- 2.1.4. If refused the applicant can appeal the refusal within 14 days.
- 2.1.5. Refusal of appeal is final.

#### 2.2. Joining in person

- 2.2.1. Any personal joiners must do so during meetings of the Tower Hamlets Crime Watch group. At least 3 members must be present when at least one member must recommend the applying joiner. Any cash donation must be noted and will be acknowledged with a donations invoice. (no more than £50 cash)

#### 2.3. Donations

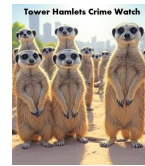
- 2.3.1. Any donations can no longer be paid without permission to do so. We expect all donors to explain why they wish to donate and decide whether we can accept the donation.
- 2.3.2. Any cash or other monies received on behalf of THCW must be handed to the treasurer within 7 days of receipt. A source of evidence of the money must be provided.
- 2.3.3. Payments must be made to the Tower Hamlets Crime Watch Account details
  - 2.3.3.1. Tower Hamlets Crime Watch, Lloyds Bank, Sort Code: 30-99-50, no: 27326163

### 3. Meetings

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- 3.1. We do not provide personal advice.
- 3.2. We do not conduct any mediation.
- 3.3. Any THCW members, providing personal assistance to others do so in a private, personal capacity, unless contracted by a public service do assist within their organisational responsibility.
- 3.4. We advise that all public 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.
- 3.5. Any online meetings can be terminated at any time should the THCW member hosting it, feel under threat.
- 3.6. No children under the age of 18 without a responsible adult. Any adults with need of carers, need to bring their own carers.
- 3.7. 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.
- 3.8. Please do not bring hot takeaway food to meetings.
- 3.9. In case of safety breaches the relevant service will be notified. Emergencies to be dealt with as 999.

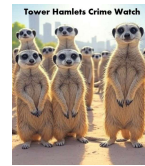
## 4. Self-protection from harmful callers.

- WhatsApp members must be verified through ID and address verification or personal recommendation, prior to being given access to the groups, this is not needed for our WhatsApp Channel, which is open to all.
  - The phone numbers of members' WhatsApp Community group numbers are visible to other participants. All participants are pre-screened. No unauthorised users have permission to take part in Members' only WhatsApp 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 prescribers do so under the rules of the hosting platform.
- Members' only 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 maintained to general legal requirements.
- Any social media admins must control comments, discussion contributions and immediately delete (where this is possible) harmful content or at the earliest opportunity.
- Any admins who enter identifiable THCW member details onto personal phones, tablets, computers, must not allow social media sites access to their personal address list.

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- All admins must use the latest software and have up-dated operating systems. All personal devices must be password / or face ID protected / with no sensitive documents being kept on any mobile devices without two-factor verification.
- 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.
- Phones do only accept calls from pre-registered callers or calls will be diverted to an answer machine.

## 5. Emergencies

All medical or mental health emergencies must be reported to the appropriate service agency, e.g. Police, Fire or NHS. Reporting to Police 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.

## 6. Incident reporting

- 6.1. THCW does not accept any crime reports from the general public.
- 6.2. Incident reporting methods and the relevant agencies to report to are listed on our website or available from the relevant agency directly.

## 7. General Safety

### 7.1. WhatsApp groups

- 7.1.1. No address or personal details, other than the phone number will be visible to other members on social messaging.
- 7.1.2. The WhatsApp channel is anonymous and no numbers are visible.
- 7.1.3. Group members must ensure their devices cannot be used by unauthorised persons to overtake THCW members only chat groups.

### 7.2. Meetings

- 7.2.1. During meetings, people will be visible to others and can be identified as Tower Hamlets Crime Watch members.
- 7.2.2. Minutes of meetings contain the names of attendees.

### 7.3. Personal details

- 7.3.1. Addresses of members will not be disclosed to other members.
- 7.3.2. Emails will always be used within BCC use. Only impersonal email addresses will be visible or those addressed as known service providers.

### 7.4. Pictures / recording

- 7.5. Meetings can only be recorded by officers of the Tower Hamlets Crime Watch with full notification of those taking part.
- 7.6. Pictures cannot be taken or reproduced in any media of meetings without the permission of participants and the Chair of the meeting.

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