



The Scout Association Safeguarding and Vetting Service Standards

Staff employed in the Scout Association Safeguarding and Vetting service understand they are working with sensitive matters and that the people we interact with can experience these situations in a range of ways. Sometimes the anxiety of the situation can cause distress or even anger but it is important that we respond to those people who are our customers in a professional, courteous and facilitating way.

Our customers may be: Volunteers at every level from the world of Scouting, members of the public who may have a safeguarding query or concern, other professionals with whom we work together to safeguard children or other colleagues employed by The Scout Association.

External Customers – Statutory agencies, members of the public, other charities etc

- Our external customers will most likely contact us by telephone and in these circumstances we will greet them in a courteous and professional manner.
- We will listen effectively to our customers' requests and promptly take the necessary actions to assist them. We will advise them of the likely timeframe within which we can resolve their query and at the same time advise them of usual delays which can occur as part of processes, often beyond our control.
- We will touch base with our customers to update them as to where we are in the process on a regular and predictable basis, even if there is no change or development to report.
- We will respond to enquiries within 48 hours (Monday to Friday 9-5) and advise customers of when they can expect resolution of their query. Emergency calls will be managed out of hours 5pm-9am Monday to Friday and all weekend.
- We will complete all referrals within statutory agency guidelines.

Internal Customers – The Membership

Our Internal Customers are Scout Association members

- We will interact with each other in a courteous and professional manner.
- We will inform our internal customers of process time, when they can expect completion and any delays that may arise in the process. This is relevant to circumstances surrounding the resolution of a member's suspension.
- We will contact our internal customers every 4 weeks, either by e-mail or phone, to update them as to where we are in the process, where possible and if appropriate. They may be cases whereby regular updates are not available, if this is the case the allocated adviser will inform the situation manager as to when they can expect an update.

Interactions with staff members

- We will work to resolve issues with co-workers and other departments by discussing problems directly and working toward agreed upon solutions.
- We will be considerate, cooperative and helpful to every staff member to assure quality services.
- We will hold ourselves and each other accountable for addressing inappropriate comments and behaviour.

Telephone Etiquette

- We will identify ourselves when we answer.
- We will listen to the caller's request and assist the caller accordingly.
- If we cannot assist the caller, we will direct the call to the appropriate person. Before transferring the call, we will obtain the caller's permission and provide the caller with the name and extension number of the person who will be helping the caller.
- We will obtain the caller's permission before placing the call "on hold" by asking and waiting for a response before initiating the hold function.
- We will end the conversation in a courteous and professional way by thanking the caller.
- We will notify our customers that someone is unavailable by saying, "He/She is unavailable. Is this an urgent issue or may I take a message?"

Should the caller demonstrate inappropriate behaviour, such as swearing, aggressive tone, shouting or threatening etc. we will give the caller one opportunity to change their behaviour before terminating the call. Whilst it is sometimes understandable that callers can be distressed, abusive behaviour towards staff is not acceptable.

Persistent inappropriate behaviour over the phone will result in the safeguarding team only communicating with the individual in writing.

Voice Mail

- We will respond to voice mails within 48 hours during normal business hours.
- We will update our voice mail greeting, advising callers when we will be out of the office for an extended period of time (1/2 day or longer), informing callers of when we will return and who they may contact with questions (if applicable).

Email

- We will respond to e-mails within 48 hours during normal business hours.
- We will update our e-mail notification message when we will be out of the office for an extended period of time (full day or more). We will indicate our expected return date and indicate a contact person (if applicable).

I have read and understand the above Service Standards. I also understand that it is my responsibility to comply with the standards and that these standards will form part of my objectives.

Employee Signature: _____ Date: _____