

Guidance for RESULTS Groups

RESULTS UK is committed to supporting volunteers to feel empowered to engage in advocacy activities safely. This document contains some best practice and recommendations and is intended to help you to campaign safely and securely. It remains each individual's responsibility to ensure their own personal safety; however, some tasks that may fall on to the Group Leader require specific safety considerations and extra guidance is given for this. This document should be shared with all new volunteers joining the network and also circulated to existing group members. Please keep a copy of this guidance for reference.

A note on terminology

Throughout this document, 'volunteer' is used interchangeably with the term 'grassroots volunteer', 'grassroots network' and 'group members,' and applies to everyone involved with voluntary advocacy with RESULTS UK. Group Leaders are also volunteering but have more responsibility for the running of the group compared to group members. However, these responsibilities can be shared among members.

'RESULTS staff' refers to paid members of RESULTS UK staff. The 'Grassroots Campaigns team' is referred to specifically as their role is to support grassroots groups.

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RESULTS UK grassroots volunteer groups

RESULTS UK is a grassroots advocacy organisation with a long history of volunteer-based and volunteer-led campaigning. We are committed to supporting all our grassroots volunteers to feel confident to run and participate in their local campaign groups safely and securely.

RESULTS grassroots groups are led by you, the volunteers, and not by staff. This is central to RESULTS' philosophy – we aim to empower people to exercise their personal and political power to take action towards the end of poverty. We trust and encourage you to drive forward your own campaigning, and to work together as a group. RESULTS staff will support you as much as possible in your campaigning on ending global poverty. We do this through our monthly national grassroots conference calls, webinars, regular advocacy training days, National Conference and, where possible, offering support financially (e.g. assisting with group meeting venue hire). We are always happy to offer advice and support, and volunteers are welcome to email us directly should they have any questions related to their advocacy.

The Grassroots Campaigns Team:

Naveed Chaudhri, Head of Campaigns – naveed.chaudhri@results.org.uk

Dela Anderson, Campaigns and Communication Officer
– dela.anderson@results.org.uk

Ruthie Walters, Campaigns Coordinator – ruthie.walters@results.org.uk

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Address: RESULTS UK, 2nd Floor, 31-33 Bondway, London SW8 1SJ

Note that as of 16 March 2020, RESULTS staff are all working remotely from home, so it is best to contact us directly via email.

Safeguarding

‘Safeguarding’ is defined in RESULTS UK’s Safeguarding Policy as ‘all actions taken by organisations to protect their personnel from harm and from harming others, and to protect others (including children and vulnerable adults) from third parties’. This policy applies to volunteers as well as staff and includes information on what constitutes a safeguarding concern and what procedures will be followed when a concern is raised. This guide draws on some of the content from the policy but it is vital to remember that if, while acting on behalf of RESULTS UK, you have any cause for concern for a member or anyone else you interact with in your capacity as a RESULTS volunteer, you must report it. At the end of this document you will find all relevant contacts, including RESULTS Safeguarding Officers.

Meetings (in person and online)

Meetings during the COVID-19 pandemic

RESULTS has been monitoring the developments of the COVID-19 pandemic very carefully, both in relation to the safety of our staff and volunteers, and the impact it will have on our advocacy work. We recommend all groups to adhere strictly to all laws and regulations regarding COVID-19. We advise that during the pandemic, meetings take place online and to avoid in-person socialising until it is deemed safe to do so. We urge volunteers to be mindful of their own safety and the safety of others, and not to meet with anyone outside their household when carrying out campaigning activities on behalf of RESULTS, until Government guidelines suggest it is safe to do so. In the interests of ensuring safety and being inclusive to all members, we encourage groups to keep their activities online until all members of the group can safely meet. This applies to local group meetings and events, and meetings with MPs. We suggest that you try to keep up communications between the group in the form of virtual / online group meetings as well as your usual correspondence via email or other messaging platforms. There is guidance on how to do this safely in this document. Please also refer to the [Government’s most up-to-date guidelines](#) on staying safe and social distancing in your area.

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Online meetings

With face-to-face meetings on hold due to the risks surrounding the COVID-19 pandemic, RESULTS is encouraging volunteers to make the most of online channels to communicate with each other, advocates from other organisations, with MPs and the public.

Spending an increased amount of time online comes with associated online safety risks, and we encourage RESULTS volunteers to inform themselves on how to stay safe online. Please refer to [these Government guidelines](#) for more information.

Many of the recommendations for staying safe when coming into contact with each other offline still apply online, and there are also some extra considerations. Here are some pointers:

- Always ask for a person's explicit consent before sharing online contact details with anyone else. This includes social media profiles/accounts, email addresses and phone numbers.
- If a child under the age of 18 wishes to join an online meeting, ensure they are joined by a parent or guardian or that you have obtained written consent from them to take part. More guidance on this is provided later.
- If you plan to record a call or online meeting, ensure that participants are made aware of this and given the option not to be recorded. Most online video calling platforms allow participants to turn off their video and rename themselves to hide their identity if they wish to remain anonymous.
- If using an online video calling platform for a private meeting, it is advisable not to share the log in details publicly and to include a password.
- Some video calling platforms have the option to join using a phone number. Offer this option and share the dial in details to make it more accessible.
- It is important to remember to build in time for breaks during longer meetings online and to be mindful of 'Zoom fatigue' (spending too long behind a screen on calls!).

You can find tips for virtual meetings from our partners RESULTS Canada [here](#) as well

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as some tips on staying connected online in our April 2020 Background sheet [here](#). If you or a group member are unsure about getting started on Zoom, the platform RESULTS uses for the monthly conference calls, please [refer to this guide](#). If you have any other questions or concerns about access to technology, whether yourself or another group member, please get in touch with us.

In-person group meetings

RESULTS recommends that group meetings should be held in public places such as meeting rooms in local libraries, community centres or cafes. This makes meetings more welcoming and inclusive to members, especially new members, and avoids anyone feeling pressurised to enter someone else's home. We can reimburse volunteers for any costs incurred by room hire, and Group Leaders should contact the Grassroots Team to help arrange this. Wherever an in-person meeting takes place, at the end of the meeting, try to ensure that all attendees feel safe in their journey home.

There is no expectation that RESULTS volunteers should meet with one another on a 1:1 basis.

Inclusive groups

Creating inclusive groups reflects RESULTS' [organisational values](#). RESULTS UK is committed to providing a safe and respectful environment for all staff, volunteers and Board members. We will not discriminate on grounds of creed, race, gender, sexual orientation, disability or age. We positively welcome the contributions of people from any background and people with a range of skills and abilities, recognising the value that different perspectives bring to the organisation. In line with this, we expect all grassroots groups to oppose discrimination and positively welcome volunteers from all backgrounds. As a volunteer, we encourage you to engage in this topic on an ongoing basis, read relevant resources and ask yourself and your group challenging questions to work towards an inclusive group environment.

- The [UK Equalities Act](#) provides legal protection from different forms of discrimination based on 'protected characteristics' (race, sex, gender reassignment, sexuality, disability, age, marriage/civil partnership, pregnancy and maternity, religion or belief).
- Grassroots groups should acknowledge that everyone experiences the

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volunteer role differently. It is important that a safe, caring and open culture is fostered in groups so volunteers have the opportunity to share their experiences if they choose to.

- Consider what language you use in meetings; avoid offensive (for example; sexist, ableist, racist, homophobic or transphobic) language, try and minimise using jargon and explain acronyms, consider whether the speed of meetings and discussion is accessible to people who speak English as a second language, or aren't familiar with words associated with advocacy and international development.
- Time can be a barrier to volunteering. Consider how and when you choose a time for a meeting and whether this may exclude some volunteers. If volunteers can't make it, consider how you can include them or allow them to catch up.
- At the outset of planning a meeting, group members should know what to expect from a meeting and have a clear indication of the time it will end.
- When planning any meeting, it is good practice to ask any new volunteers if they have any accessibility needs in advance of a meeting and at the beginning of the meeting. Not all disabilities or additional needs are visible, so groups should regularly be considering the access needs of its members and be open to making adjustments.
- There are some general things to always consider about meeting accessibility. Are the location and format likely to be accessible to a wide range of volunteers? Is the building wheelchair accessible? Can it be reached by public transport? Does the online platform you are using support closed captions? Can you share any written documents in advance of the meeting? Read more about venues and accessibility [here](#).
- As it becomes more possible to meet in person, consider whether a blended approach (a combination of online and offline meetings) would be more inclusive and accessible to a range of volunteers.

We recommend reading RESULTS USA '[Facilitator's Guide to Equitable Spaces](#)' and RESULTS Canada '[tips for being an effective facilitator](#)'.

Welcoming new volunteers

The person facilitating the group meeting should consider if the meeting is accessible and welcoming to new members. It's always good practice to do introductions at the start of each meeting whenever new members are present; you may also want to spend a few minutes going over what the group does and agreeing expectations of how you will conduct the meeting ('ground rules'). All members should be welcoming to others, new and old members alike, and thank them for coming! RESULTS Canada share some top tips for welcoming new members [here](#).

If you are expecting to meet new group members, it is sensible to do so with another person present (e.g. a known group member or friend) or if that is not possible, then meet new volunteers in a public place. Try to make sure any new volunteer is not the first to arrive or last to leave.

If after a meeting any group members have concerns about a new volunteer's behaviour, or any new volunteers have concerns about another volunteer's behaviour, please contact RESULTS UK staff.

We welcome feedback and suggestions from new volunteers to help improve the recruitment and welcoming process – we are always happy to receive this over email or new volunteers can also use this anonymous [New campaigner survey](#).

Overnight stays

In line with current safeguarding best practice, RESULTS does not encourage staff or volunteers to spend the night at one another's' homes.

If you are a volunteer who does decide to offer your home as accommodation to another volunteer, please be aware of the potential safeguarding implications and be prepared to seek advice from RESULTS staff on the wellbeing and safety of members.

Insurance, liability and risk management

RESULTS UK has public liability insurance cover and group activities are generally covered as long as group members are acting in RESULTS' name and the activity is directly linked to RESULTS' work, such as running a stall to raise awareness of an issue we work on. Please contact the Grassroots Team to check if you are likely to be covered before running an event. However, please be aware that we cannot insure

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you against all risks you might encounter in your campaigning.

Risk management concerns dealing with uncertainties and reducing or removing risk factors. The process of risk management involves identifying risks, deciding how serious or likely they are to occur and controlling those risks. Volunteers who are leading on the planning of an event should carry out a basic risk assessment for a venue or activity such as a group meeting. It is important to take account of the possible presence of volunteers under the age of 18 and vulnerable adults, consider all safety aspects including fire risks (e.g. make everyone aware of fire exit routes). You can find risk assessment guidance and templates [here](#) and contact us for more support if needed.

Data Protection

Volunteers should not share the personal information of other grassroots group members, such as email or postal addresses and telephone numbers, without the explicit consent of the individual. Group members should keep the group, including the Group Leader, updated with their contact details and notify them if there is a change. If a member no longer wants to receive contact from the group, they should say this explicitly and other members must respect this. Volunteers can unsubscribe from the RESULTS mail list by clicking 'unsubscribe' at the bottom of emails received. Details of new volunteers, who have given consent to being put in contact with a Group Leader, are stored on a password protected database. We do not share this information with any other organisation without asking your consent. You can read our privacy statement [here](#).

For Group Leaders: The RESULTS UK office will ask you to keep us updated with the names and contact details of your group members so that we can keep them updated about campaigning actions and opportunities. We will also ask that you consent to share your contact details (name and email address) with new volunteers who are interested in joining the group.

RESULTS UK hosts a Facebook group for volunteers but there is no expectation that anyone must join. Should you decide to join the Facebook group, you are making your profile accessible to group members and may want to consider your privacy settings. Group members should not share social media profiles or contact details of others without explicit consent to do so.

Social Media and communications

All RESULTS grassroots groups are encouraged to use social media such as Twitter, Facebook and Instagram as campaigning tools and as ways to communicate with your group members and other campaigners. Consent should always be received before sharing photos or names of volunteers on social media or in blogs. We advise groups to think carefully about the content they share and who they tag and to avoid any content that could be deemed harmful or discriminatory. As a charity, RESULTS UK is non-partisan and works with politicians across the political spectrum, so content coming directly from RESULTS-associated social media accounts must also be of a non party-political nature. We encourage all volunteers to exercise their voice and power as a campaigner and volunteers may of course share, endorse or campaign for any political party of their choice when they don't have their RESULTS 'hat' on, but it is important that this cannot be confused with messages shared on behalf of RESULTS. RESULTS UK reserves the right to ask for content from public platforms associated with RESULTS to be removed if it is deemed to put at risk any of our advocacy work. If you have any questions about this, please contact a member of the Grassroots Team.

Photography and recording

If your campaigning activity includes taking photos or recording video of anyone, then you should always check that they are happy with this before proceeding. Written consent must be obtained by a parent or legal guardian prior to taking any photographs or video footage of someone under 18. Anyone photographed for RESULTS UK should be made aware of when, where and how the images may be used to give their consent. This includes any online meetings that may be recorded.

Volunteers under 18

Campaigning with RESULTS UK is open to anyone who wants to play their part in fighting global poverty. However, RESULTS does not specifically advertise volunteering opportunities to people under the age of 18. If it comes to the attention of a member of the Grassroots team that a new enquiry is from someone under 18, we email and ask for parental consent before handing the enquiry on to Group Leaders. However, it is best practice for Group Leaders to ask any new volunteer to confirm they are over 18 before inviting them to participate in any activities with the group. If anyone under 18 years old wishes to attend an in-person group meeting, ask that a parent or guardian accompanies them. It is essential that if unaccompanied,

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the child/young person should never be alone with one person. For online meetings, the minimum requirement is written consent from a parent/guardian that the child/young person can attend which can be obtained via email. For more guidance, look at the NSPCC resource '[Working with young volunteers](#)'.

If an event is organised involving under 18s, checks should be made with any organisation involved regarding DBS checks (Disclosure and Barring Service). e.g. if you were planning an event involving children at a school, you would need to make sure that you are accompanied by a qualified teacher with appropriate checks. For more guidance on DBS checks, see [here](#).

If, while acting on behalf of RESULTS UK, you have any cause for concern involving children/young people, you should report your concern immediately to the RESULTS UK office. Safeguarding contacts are at the end of this document.

Vulnerable Adults

If a vulnerable adult is present at RESULTS activity e.g. at a grassroots group meeting, it is advisable to have a designated adult accompany the vulnerable adult. At any RESULTS activity a vulnerable adult should not be alone with a grassroots volunteer. If you are not sure if someone is considered vulnerable, [fuller definitions are available online](#). If, whilst acting on behalf of RESULTS UK, you have any cause for concern involving a vulnerable adult, you should report your concern immediately to the RESULTS UK office.

Fundraising and Expenses

As a charity, we are very grateful to anyone who wishes to fundraise for RESULTS. If you or your group plan to organise a fundraising activity or event for RESULTS, please let us know and we can give advice and support about procedures for collection and forwarding of money gathered on behalf of RESULTS.

We can reimburse volunteers for some costs associated with volunteering, for example, room hire or travel to in-person events. Group Leaders should contact the Grassroots team to confirm this before spending money and for help to arrange this.

Keeping records of your grassroots group activities

We encourage volunteers to keep records of their campaigning activities for RESULTS.

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This enables you to keep track of your campaigning, measure your progress and celebrate your success. This could include:

- Correspondence between your group and decision-makers (such as your local MP) – keep copies of letters or emails you send, and responses you receive. Do report back to the Grassroots Team on your activity so that we know what success you are having in influencing your decision-makers. The current way to do this is to email Ruthie and copying in your local Group Leader.
- A record of any media you and your group manage to secure e.g. local or national press, or online media. Keep a note of where and when the media appeared, a copy or link to the original article if possible, and do report back to the Grassroots Team on this success.
- Celebrate activities and action! Either within your group, publicly on social media, by sharing it with other groups or/and letting us know in the office!
- Take brief notes of each group meeting – when and where did you meet, who attended, what key actions or decisions did you take? It's a good idea to follow this up in future meetings to check in on how things are going.

If you have any safety concerns or issues during your grassroots group activities for RESULTS, it is important to keep a record of all relevant events and communications to discuss with RESULTS staff.

Looking after yourself as an advocate

For this section of the guide, we are sharing an extract from the [‘Advocacy 101’ blog](#) by the Brighton Group, as we couldn't have written it better!

“Advocacy is voluntary and whilst being an advocate is something we should all take pride in, it does not have to be at the forefront of our lives all of the time. If your studies/workload are accumulating, communicate to your group that you may not be able to attend monthly meetings or may not be able to post on behalf of the group regularly that month. Group Leaders can then help to delegate and make notes so that you don't miss out. This tip goes beyond advocacy to the rest of our personal and work lives too, you must put yourself first and take a break from the screen or go for a walk if your brain and body need it. You are always your own priority and if you need a break your group

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will be ready and waiting to welcome you back when you have the capacity to engage. After all, advocacy should be interesting and ignite a passion for the cause but it can also work to fit around your life too. If you complete the action at the end of the month rather than the beginning or only manage one post for the group that month, you have still made an impact!”

We think this is very important to remember and we encourage volunteers to be honest with themselves and their group about their capacity, energy and time for volunteering. After all, being a RESULTS campaigner should be enjoyable and fulfilling! Take time to reflect on how you’re feeling about your advocacy, check in with each other and reach out to others when you need to. Remember to celebrate achievements (big and small) and be proud of taking action and being part of a movement of people who are passionate about ending global poverty.

Thank you for your support for RESULTS and our mission to overcome poverty.

Contacts

If you have concerns or questions about safety or security please contact a RESULTS staff member. Your first point of contact is the Grassroots Campaigns Team:

Naveed Chaudhri, Head of Campaigns – naveed.chaudhri@results.org.uk

Dela Anderson, Campaigns and Communications Officer
– dela.anderson@results.org.uk

Ruthie Walters, Campaigns Coordinator – ruthie.walters@results.org.uk

If you wish to raise any concerns around group safety or safeguarding independently of staff, you can contact the Grassroots members on the RESULTS UK Board of Trustees. The current grassroots trustees are:

Jasmine Wakeel - jasmine.wakeel@results.org.uk

Cameron Fay – cameron.fay@results.org.uk

RESULTS UK has designated Safeguarding Officers who are the main point of contact for all staff and volunteers to go to for advice if they are concerned about, or have received allegations concerning, abuse of another volunteer, a child, vulnerable adult or member of staff (this may also need to be out of hours so staff and volunteers

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should always know how to contact them). This is in line with RESULTS' Safeguarding policy.

Hannah Nixon – Campaign Manager, Send My Friend to School campaign

07989 862 321 hannah.nixon@sendmyfriend.org

Harry Rogers – Parliamentary Advocacy Officer (Child Health)

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