



Brighton & Hove LGBT Switchboard Volunteer Safeguarding & Wellbeing Charter

At Brighton & Hove LGBT Switchboard, safeguarding and wellbeing are central to everything we do. Volunteers play a vital role in creating safe, inclusive, and affirming spaces for LGBTQ+ communities. This charter sets out our shared responsibilities to protect one another, uphold best practice, and ensure that volunteers feel supported, valued, and emotionally safe in their roles.

Our Safeguarding Commitment to Volunteers

1. A Safe Environment for All

We are committed to creating spaces where volunteers, staff, and service users feel safe, respected, and free from harm, discrimination, or harassment.

2. Clear Safeguarding Guidance

Volunteers will receive clear information on safeguarding procedures, boundaries, confidentiality, and escalation routes so they can act confidently and safely.

3. Accessible Reporting Pathways

Volunteers can raise concerns about service users, other volunteers, staff, or their own wellbeing without fear of judgement. All concerns will be taken seriously and responded to promptly.

4. Trauma-Informed Practice

We recognise that volunteers may carry their own lived experiences. We commit to responding with sensitivity, compassion, and care when safeguarding issues arise.

5. Support After Difficult Situations

If a volunteer encounters a challenging interaction or disclosure, we will provide debriefing, supervision, and wellbeing support to help them process the experience safely.





Our Wellbeing Commitment to Volunteers

1. Prioritising Emotional Safety

We understand that volunteering in support roles can be emotionally demanding. We will work with volunteers to ensure their roles feel safe, sustainable, and manageable.

2. Regular Check-ins and Supervision

Volunteers will have access to regular supervision, reflective practice, and wellbeing conversations to support their ongoing development and emotional resilience.

3. Respect for Boundaries and Capacity

We encourage volunteers to set healthy boundaries and to let us know when they need to pause, step back, or adjust their involvement.

4. Flexibility and Understanding

We recognise that life circumstances change. Volunteers can discuss adjustments to their availability or responsibilities at any time.

5. A Culture of Care and Connection

We foster a supportive, community-centred environment where volunteers can connect with one another, share experiences, and feel part of a team.

What We Ask of Our Volunteers

1. Uphold Safeguarding Responsibilities

Volunteers must follow safeguarding procedures, maintain confidentiality, and escalate concerns promptly.

2. Maintain Healthy Boundaries

Volunteers are expected to work within their role remit, avoid over-involvement, and seek guidance when unsure.

3. Prioritise Their Own Wellbeing

We ask volunteers to be honest about their capacity, take breaks when needed, and reach out for support if something feels difficult.





4. Communicate Openly

If a volunteer feels unsafe, overwhelmed, or unsure how to respond to a situation, we ask them to tell us so we can support them.

5. Contribute to a Safe, Inclusive Culture

Volunteers should treat everyone with respect, uphold Switchboard's values, and help create an environment where all LGBTQ+ people feel welcome and affirmed.

Our Shared Responsibility

Safeguarding and wellbeing are collective commitments. By working together, volunteers, staff, trustees, and partners, we ensure that Switchboard remains a safe, inclusive, and empowering place for everyone who walks through our doors or reaches out for support.

