



Care Farnham

Safeguarding Policy

Principles

Care Farnham is a volunteer car service that allows eligible clients over the age of 18 to use the service.

Care Farnham has a responsibility to promote the welfare of all its clients and volunteers. No one involved with the charity's work should ever experience abuse, harm, neglect or exploitation.

Safeguarding individuals who use the Care Farnham service is a fundamental goal regardless of age, gender, ethnicity, religion, culture, class, disability, or sexual orientation. Areas of concern must be acted upon as outlined in this document.

This policy applies to all volunteers (committee members, duty officers, and drivers) and intends to keep clients safe during their use of the service in order that appropriate action can be taken if any user of the service and/or volunteer is considered at risk.

Safeguarding not only protects and promotes the welfare of individuals but enhances the confidence of trustees, volunteers, service users, and the general public.

Safeguarding is everyone's business. Care Farnham seeks to establish an environment in which everyone involved feels safe and able to speak up if he or she has any concerns.

The policy will be reviewed and approved by the Trustees annually.

Safe recruitment procedure and training

Prior to appointment all volunteer drivers will need to undergo a check through the Disclosure and Barring Service before any commencement of work or activity.

References will also be sought before appointment and there will be an interview.

Any concerns over individuals will be referred to Surrey Community Action for guidance.

Volunteers will be provided with training advice on a refresher basis, along with procedure updates, as advised by Surrey Community Action.

Identifying Vulnerability

Individuals may be vulnerable from many different forms of abuse. These could be domestic, physical, psychological, sexual, financial or material, modern slavery, discrimination, organisational, by neglect or acts of omission. They may also be vulnerable through self-neglect.

Signs of vulnerability may arise from interactions of clients by phone, carers by phone, clients when being driven, carers being driven, clients and carers when taken to and returned to their destination and or when return home/care setting.

Anyone can perpetrate abuse or neglect towards anyone else which will include volunteers and clients alike.

Identifying Concerns

If witnessed abuse call 999 if required, call police if a crime has been committed, preserve evidence, and maintain own safety at all times.

Volunteers are advised to reassure and listen carefully to concerns raised or identified. Act calmly and tell them information will be treated seriously and confidentially and may be shared appropriately if and when deemed necessary.

Ask questions for clarification, avoiding leading questions, only asking sufficient questions to establish what has happened.

Inform the Designated Safeguarding Lead or one of the other nominated Safeguarding Trustees at the earliest opportunity.

Volunteers are not to start investigations at this stage. Internal investigations will occur after discussion with designated personnel if necessary. External investigations are to be instigated by safeguarding team.

Safeguarding concerns

Please contact Jane Dempster 07775 642162 in the first instance

If Jane is unavailable, please contact

Cathryn Trezise 07709086847

or

Tim Young 07789 594873

Documenting Incidents and record-keeping

A form is available to download from the Care Farnham website, volunteer page, using Accident/Incident form report form. Those who identify and report concerns will be asked to complete one of these forms.

Confidential Data Entry updates are required to a client or volunteer card in order that all are kept informed of any relevant information.

Safeguarding records (allegations, incidents, actions taken and training provided) will be kept by the DSL, by the Secretary and by the Chair.

Volunteer Responsibility

It is important that each volunteer ensures they are familiar with this Safeguarding policy in order that clients are not put at risk from the organisation itself.

Trustees Responsibility

All trustees have the following duties and responsibilities:

- A duty to act prudently and take all reasonable steps within their power to ensure those benefiting from or working with the organisation are not harmed in any way through contact with it and to make appropriate changes to procedures to limit likely recurrence of similar problems
- To rapidly respond to allegations of abuse against a volunteer and carry out internal disciplinary investigations confidentially
- To find out what the relevant law is, how it applies to their organisation, comply with it and adopt best practice.
- To ensure safeguards are put in place to protect vulnerable people from abuse and prevent abuse from happening
- To aim to prevent harm and abuse with a thorough recruitment and interview process including appropriate checks
- To ensure those who work with vulnerable people in the organisation receive appropriate training and continued training
- To protect and guard the welfare of an individual as a priority
- To protect and guard against risks to the reputation of the charity
- To comply with Surrey Safeguarding procedures and practices for adults and children

Reporting bodies

Adult Social Care (for information and advice) (Monday to Friday, 9 am to 5 pm)

0300 200 1005

contactcentre.adults@surreycc.gov.uk SMS 07527182861

Multi Agency Safeguarding Hub (MASH) (to report abuse or neglect)

0300 470 9100

ascmash@surreycc.gov.uk

Review : Annually or as new legislation may dictate.

Established : July 2018

Reviewed : June 2023

Reviewed : March 2025

Reviewed : July 2026

Review date : July 2027