

## **SAFEGUARDING POLICY STATEMENT**

### **Our Safeguarding Policy Statement**

Chippenham LINK offers a service to local people who are in need of transport. This essential service provides a safety net for those unable to access services in other ways. As such, we recognise we have a duty to to all Clients using our service.

Our aim is to promote good practice and to ensure volunteers are confident to respond to safeguarding issues. The following is intended to help volunteers be aware of safeguarding matters, recognise abuse, know what to do and who to speak to should there be a concern that a Client is being or has been abused.

### **Definitions**

In this document, the following expressions have the following meanings:

**“Volunteer”** means any person who volunteers in undertaking activities for the Chippenham LINK Scheme

**“Safeguarding Officer”** means the designated person responsible for ensuring safeguarding is part of Chippenham LINK’s working culture

**“Chairperson”** means the chairperson for the time being of the Management Committee of the Chippenham LINK Scheme

### **What is abuse?**

Abuse is a violation of an individual’s human and civil rights by another person or persons.

- It may consist of a single act or repeated acts;
- It may be planned or unplanned;
- It may be the result of deliberate intent, negligence or ignorance;
- It may happen when a person is persuaded to enter into a transaction to which they have not consented or cannot consent.

Abuse can take many forms: physical, financial, emotional, sexual, discrimination or neglect. It can take place in any setting with the person responsible for the abuse often being well known to the person being abused.

### **What should you do?**

- Act on any concerns. However, it is not your responsibility to decide whether or not a Client is being abused or that abuse has taken place.
- Listen sensitively but be careful not to ask leading questions
- Find out what the Client wants and explain you will discuss the situation with LINK’s Safeguarding Officer
- Contact LINK’s Safeguarding Officer (name at foot of document) who will advise on the next steps

**Chairperson:** Carolyn Carter **Safeguarding Officer:** TBA

### **What you should not do**

- Do not confront the person you think is responsible for the abuse
- Do not destroy any evidence
- Do not start to investigate the situation
- Do not be judgmental or make any promises you cannot keep
- Do not take the allegations lightly or dismiss them

### **Confidentiality**

Every effort must be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need to know basis only. Any written information will be stored in a secure place with limited access to designated people, in line with data protection laws.

### **What will happen next?**

What happens next will depend on the circumstances of each safeguarding matter raised and the wishes of the Client. LINK's Safeguarding Officer will liaise with LINK's Chairperson regarding the appropriate course of action. This may result in a sensitive enquiry being carried out and/or subsequent referrals taking place.

### **Disclosure and Barring Service (DBS) Checks**

As part of our commitment to good practice and safeguarding our Clients, Chippenham LINK Scheme asks all volunteers to have an Enhanced DBS Check. This Check is carried out during the recruitment process for new volunteers and then renewed every 3 years. The designated the Chairperson and another member of the Management Committee are assigned as verifiers to ensure the DBS procedure is carried out and maintained.

**Legislation and Guidance:** This document has been based on relevant legislation and guidance, namely the Care Act 2014, the Safeguarding of Vulnerable Groups Act 2006, the DBS Code of Practice and Wiltshire Link Schemes Good Practice Guide.

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