

Clevedon Care

Safeguarding Code of Practice for Volunteers

Basic Safeguarding Duties of Volunteers

Volunteers at Clevedon Care are expected to have an awareness of the importance of safeguarding children and adults at risk of harm as part of their role. Drivers in particular are often alone with clients in their cars for lengthy periods. They should be alert to signs of abuse in clients and report any concerns to the Safeguarding Officer. They should also avoid behaviour towards clients which could be construed as abusive or inappropriate.

What is Abuse?

There are many different ways in which someone can be abused. You should be alert to the signs. You may see something such as a bruise or other mark or notice a change in the person's behaviour.

Here is a non-exhaustive list of types of abuse:

Physical abuse

Sexual abuse

Financial abuse

Emotional/Psychological abuse

Neglect

Possible Indicators of Abuse

Physical Abuse - Unexplained bruising in well protected or soft parts of the body, lacerations or abrasions.

Sexual Abuse - Unexplained changes in behaviour. Withdrawal. Overt sexual behaviour or use of sexual language

Financial Abuse - Theft, fraud or financial manipulation leading to a sudden inability to pay for necessities. Extraordinary interest by outside parties in a client's assets

Discriminatory Abuse - Reports of derogatory comments or harassment based on race, gender or other affiliation.

Emotional/Psychological Abuse - Intimidation, coercion or humiliation leading to withdrawal, tearfulness, agitation or distress.

Neglect - Withholding the necessities of life including medication, adequate nutrition and heating leading to a deterioration in physical condition, withdrawal and unhappiness.

Acting on Signs of Abuse

- Don't assume that others will have noticed what you notice.
- Always talk to the Safeguarding Office at Clevedon Care as soon as possible if anything doesn't seem right.
- Be prepared to complete a Safeguarding Form to record your concerns.
- Let the Chairman know if you don't think your concerns are being taken seriously.

Driver Behaviour

To protect clients and avoid behaviour which could be construed as abusive, volunteers should maintain appropriate boundaries between themselves and clients. The following behaviours/actions are to be avoided:

- Never use abusive or inappropriate language or become involved in an argument
- Never respond unprofessionally to inappropriate behaviour/ language
- Never pass on clients' personal contact details
- Never disclose your own personal details to clients
- Never accept money as a personal gift
- Never borrow or lend money to clients
- Never take pictures of passengers
- Never travel with an unaccompanied minor in the car
- Never enter into any kind of relationship or have social contact with the client or their family
- Never make unnecessary physical contact

Good Practice

The following behaviours/actions are to be encouraged:

- Always call the passenger by their name, not "darling", "sweetheart", "love" or other familiar terms.
- Always report any concerns about a passenger's behaviour
- Always be aware that some passengers due to disabilities and medical conditions may require extra time and help.

Clevedon, August 2023