

Keeping safe and sound: Code of Practice Covid-19 Emergency response

It is the policy of this Group to safeguard the welfare of all people that we support, protecting them from neglect and other forms of abuse. All Group members have a duty to report concerns or suspicions and a right to do so in confidence and free from harassment.

Code of behaviour - Our Group will:

- treat everyone with dignity and respect
 - treat all people fairly
 - remember that we have been placed in a position of trust
 - report all safeguarding allegations, suspicions and concerns immediately
 - remember that someone may misinterpret our actions
 - act within appropriate Group boundaries and policies
 - create an honest culture, where people can challenge inappropriate attitudes or behaviours
 - make people aware of our safeguarding policy and procedure
-

What to do if a person tells you they are being abused.

You must:

1. Check that they are safe from immediate harm, if they are not safe call 999 and ask for the police and/or ambulance
 2. Listen. Allow them to speak without interruption, and accept what they say
 3. Be understanding and do not give your opinion
 4. Tell them you must pass the information on to your Safeguarding Lead
 5. Tell your Group's Safeguarding Lead immediately
 6. Write careful notes of what was said using the actual words
 7. Include; Who was at risk and who was involved, were there children in the family? What had happened? When did the event(s) happen? Where did it happen? Why are you concerned? The time and date
 8. Sign and pass your notes to your Safeguarding Lead
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If you are concerned about the welfare of a child or adult or there is a concern, complaint or allegation about an adult or yourself, inside or outside your group, you must:

1. Tell your Safeguarding Lead immediately
2. Write careful notes of what you witnessed, heard or were told. Include; **Who** was at risk and who was involved, **Were** there children in the family? **What** had happened? **When** did the event(s) happen? **Where** did it happen? **Why** are you concerned? Include the time and date and full names of those involved
3. Sign and pass your notes securely to your Safeguarding Lead asap (with 24 hours)

It is your duty to report ALL safeguarding concerns as a matter of urgency following the correct process.

If a person is at immediate risk of significant harm call 999 and request Police and/or ambulance.

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**Use this side for your notes including your
Safeguarding Lead's contact details**

Safeguarding Lead:

Name:

Phone:

Email:

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