



DOGS FOR GOOD

**SAFEGUARDING
POLICY, PROCEDURES &
CODE OF CONDUCT**

1 March 2024

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Section 1: DOGS FOR GOOD SAFEGUARDING POLICY

The purpose of this policy is to ensure that the welfare of children, young people and vulnerable adults that come into contact with Dogs for Good staff and volunteers is recognised to be of paramount importance and that safeguarding their welfare is the responsibility of everyone who works within Dogs for Good, whether staff or volunteers.

Dogs for Good's Safeguarding Policy

1. All children, young people and adults who receive services from Dogs for Good, or children who come into contact with Dogs for Good staff or volunteers, are deemed to be vulnerable and have the right to be protected from abuse.
2. Dogs for Good aims to prevent abuse from occurring, wherever possible.
3. Dogs for Good ensures that effective procedures are in place enabling staff and volunteers to respond promptly and effectively to any indications of actual or suspected abuse.
4. Dogs for Good works co-operatively with all agencies who share the responsibility for protecting vulnerable children and young people.
5. Dogs for Good requires all staff and trustees to undertake, and successfully pass, an online safeguarding course every four years. In the event of a staff member failing to successfully complete the safeguarding course after three attempts, Dogs for Good reserve the right to dismiss. Assistance will be given for those staff whom are not able to undertake the training online.
6. Dogs for Good uses recruitment processes and procedures to support our safeguarding responsibilities. These processes will include, but not be limited to:
 - Undertaking criminal record checks on all staff and trustees.
 - Taking up references
 - Verifying ID
 - Raising safeguarding in the interview to check understanding.

References and Related Documents

There are two key documents that relate to Dogs for Good's Safeguarding work as follows:

- **Safeguarding Policy, Procedures and Code of Conduct**
This code gives staff and volunteers clear guidance on acceptable conduct when working with vulnerable adults and children and highlights what abuse is and how to recognise it.
- **'Safeguarding at Dogs for Good – A Guide for Staff'**, that summarises responsibilities for safeguarding and includes the Safeguarding Enquiry Form.

Section 2: DEFINITIONS

For the purposes of this document, the following definitions apply:

Safeguarding

The generic term for all Dogs for Good's activity to ensure safe working practices for children and vulnerable adults that come into contact with staff and volunteers.

Vulnerable Adult

Any person of 18 years or over who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of her or himself, or unable to protect her or himself against significant harm or exploitation. All our clients should be regarded as vulnerable adults.

Child

Any person under the age of 18.

Persons at Risk

For the purposes of this document only, this refers to situations that affect both vulnerable adults and children.

Staff

Any adult who is employed, commissioned or contracted by Dogs for Good.

Volunteer

Any adult who offers to undertake work for Dogs for Good in an unpaid capacity.

Allegation

Any information which suggests a member of staff or volunteer who works with persons at risk has:

- behaved in a way that has harmed, or may harm a person at risk
- possibly committed a criminal offence against, or related to a person at risk; or
- behaved towards a person at risk in a way that indicates s/he is unsuitable to work with such people.

Manager

Adults who have responsibility for managing or supervising staff and volunteers and for whom the duty to safeguard persons at risk is an integral part of their managerial role.

Designated Safeguarding Officer (DSO)

The person(s) at Dogs for Good who acts as the lead person on safeguarding issues.

Section 3: PROCEDURES FOR PROTECTING VULNERABLE ADULTS & CHILDREN

1. Purpose and Scope of the Procedures vulnerable adults and children

The overall aim is to:

- Ensure the protection from abuse of persons at risk with whom Dogs for Good staff and volunteers come into contact.
- Give appropriate advice to Dogs for Good staff in their dealings with persons at risk.

All adults and children who receive services from Dogs for Good or otherwise come into contact with Dogs for Good staff and volunteers (including members of the public), are deemed to be potentially vulnerable and have the right to be protected from abuse.

We recognise that some of these adults may be unable to make their own decisions and/or to protect themselves and their assets from abuse.

Through any contact with children and direct work with families, or vulnerable adults, all staff and volunteers have a crucial role to play in noticing indicators of possible abuse or neglect.

Dogs for Good acknowledges that its staff and volunteers are not specialists in recognising where abuse may occur or has already taken place. However, staff and volunteers have a duty of care under the law, this means that they must take steps through risk management to protect persons at risk and must report any information about actual or suspected abuse.

If abuse is suspected, advice should always be sought from your line manager or Dogs for Good's Designated Safeguarding Officer (DSO) Duncan Edwards. Volunteers should notify their Dogs for Good contact.

2. Preventing Abuse

While it is not possible to prevent all abuse, there are steps staff and volunteers can take to reduce the risk of abuse occurring.

Staff and volunteers should:

- a) Know what abuse is.
- b) Understand how it can happen.
- c) Be alert to indicators of potential abuse situations.
- d) Know the procedures for reporting concerns and poor practice.
- e) Provide appropriate support for the person at risk.

3. Recognising Abuse

Recognising abuse is not easy and it is **not** your responsibility to decide whether or not abuse has taken place or if a person at risk is at significant risk. **You do**, however, have a responsibility to report any concerns you may have appropriately in accordance with these procedures.

What is abuse?

- Abuse is a violation of an individual's human and civil rights by any person or persons.
- Abuse may consist of a single act or repeated acts.
- Abuse may be physical, sexual, verbal or psychological, financial or material, institutional, discriminatory, or neglect or acts of omission.

It may occur when a person at risk is persuaded to enter into a financial or sexual transaction to which he or she has not consented or cannot consent.

It may also occur through deliberate targeting or grooming of persons at risk and may be carried out by individuals or groups of individuals. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it. We must be alert to the fact that dogs can be a useful grooming 'tool'.

Who may be the abuser?

Persons at risk can be abused by anyone, whether known to the person or not.

Where might abuse occur?

Allegations against members of staff and volunteers can take place in many different places and contexts, including, but not limited to:

- When a person lives alone or with a relative, or others.
- In nursing, residential or day care settings.
- Public places.

The links between animal abuse and abuse of persons at risk

There is evidence of the inter-relationships between child abuse, animal abuse and the abuse of vulnerable adults, including domestic violence. Animal abuse is defined by the National Society for the Protection of Children (NSPCC) as:

'The intentional harm of an animal. It includes, but is not limited to, wilful neglect, inflicting injury, pain or distress, or malicious killing of animals.'

The NSPCC lists three categories of animal abuse as follows:

- Physical Abuse includes kicking, punching, throwing, burning, microwaving, drowning, asphyxiation or giving the animal drugs or poisons.
- Sexual Abuse is defined as any use of an animal for sexual gratification.
- Neglect is the failure to provide adequate food, water, shelter, companionship or veterinary attention.

It is important, therefore, that all staff and volunteers are observant about the care and treatment of our dogs and other family pets as part of their work with the person at risk and/or their family, whatever setting they may work within.

Staff and volunteers must always report concerns about the abuse of animals without delay by contacting their line manager or DSO (staff); or notify your Dogs for Good contact (volunteers).

4. Procedures for Protecting Persons at Risk

All forms of abuse perpetrated against persons at risk can have extremely serious effects on the person concerned both physically and psychologically; these effects can potentially damage the quality of an individual's life far into the future.

It is important to note that according to a wealth of evidence from research, children who suffer from a learning difficulty or disability are at between 2 and 3 times the risk of some forms of abuse when compared with children who are not disabled. This means that many of the children with whom Dogs for Good staff and volunteers will come into contact with, constitute a highly vulnerable group.

Concern in relation to a person at risk may come to your attention in many ways including:

- They may communicate about abuse they have experienced. They decide to tell you because they see you as someone they can trust. Sometimes children try to tell adults in a variety of indirect ways. They may write about the abuse in a letter or story or act out the abuse in play or through drama. Sometimes children may tell you that the abuse is happening to someone else rather than to them.
- A third party, perhaps a carer, family member or colleague may share their concerns with you.

You may also become concerned through:

- A bruise or injury which is unusual e.g. on a part of the body which is not normally prone to such injuries.
- Injuries which require but have not received medical attention.
- An injury for which the explanation seems inconsistent, e.g. linear bruising which the person at risk tries to explain as an accident.
- Unexplained changes in behaviour, either over time or suddenly e.g. becoming aggressive, defensive, quiet or withdrawn, or non-attendance at routine activities.
- The person at risk appears not to trust, or is wary of certain people e.g. a carer, relative, or staff member with whom you would usually expect them to have, or once had, a close relationship.
- A person at risk being unable to make friends or discouraged from socialising with others.
- A person becoming unusually dirty or unkempt.
- A person at risk harming or attempting to harm themselves.
- The person at risk not having been seen for a period of time or having regular unexplained absence from a usual activity.
- An unexplained sudden inability of a vulnerable adult to pay for bills or maintain their lifestyle.
- A vulnerable adult who lacks belongings or services they can clearly afford.
- A child having impaired development, e.g. in relation to their learning, health or social development.
- An uneasy feeling (gut feeling) that something is not right. You may have concerns that are difficult to explain – or find a reason for.

Persons at risk may well exhibit some of these indicators at some time and the presence of one or more should not be taken as proof that abuse is occurring.

If in any doubt at all about whether or not a person at risk may be the victim of abuse, always talk over your concerns with your line manager or DSO (staff); or notify your Dogs for Good contact (volunteers).

5. Responding to Actual or Suspected Abuse

When you have any cause for concern that a person at risk may be, is being, or has been in the past the subject of abuse, **you must always:**

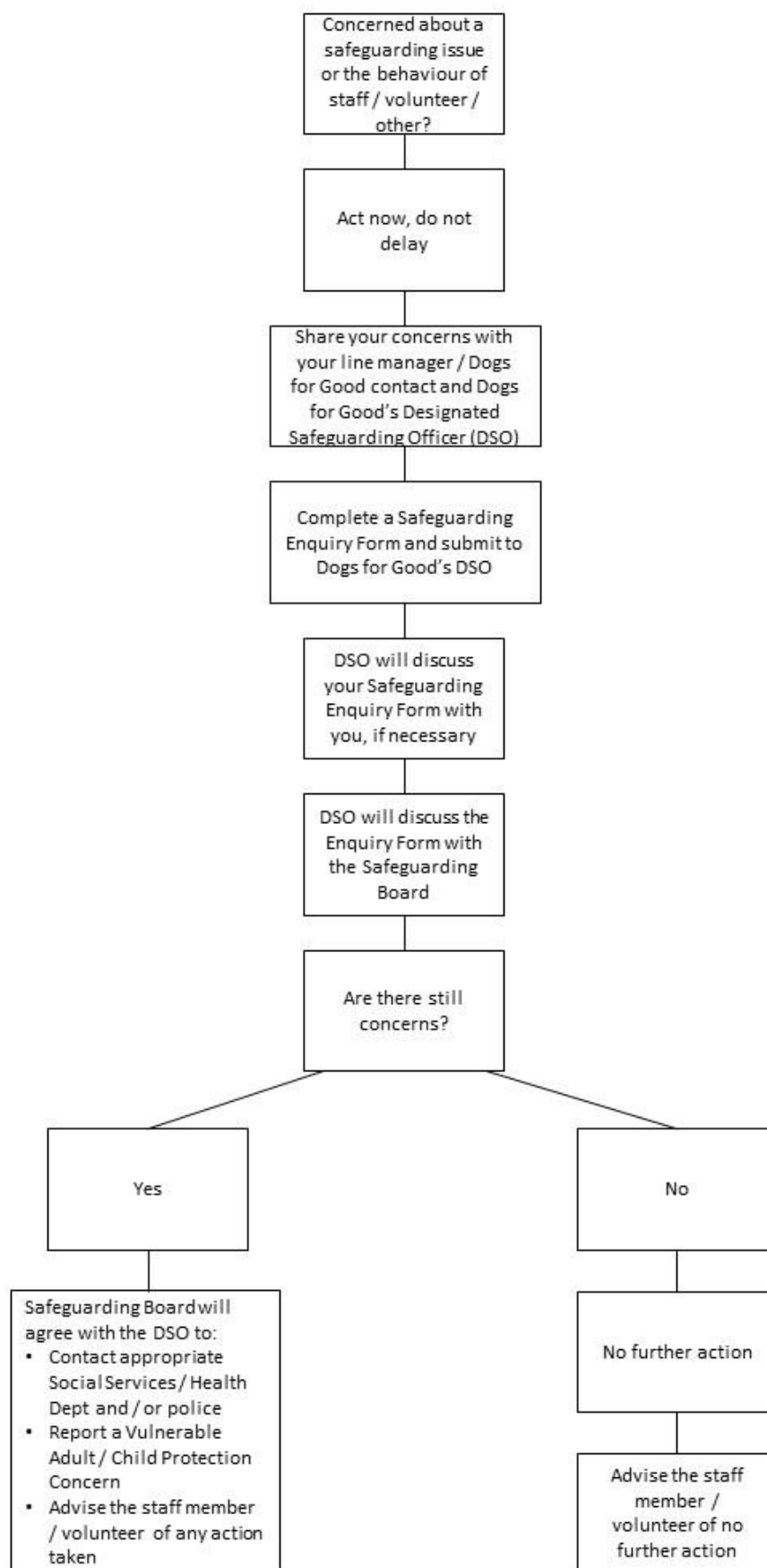
- a) Take concerns, allegations or disclosures of abuse seriously, however insignificant they may seem.
- b) If the person is in danger, your first duty is to call the appropriate emergency services (e.g. police, ambulance, fire service).
- c) Give absolute priority to the person's health and safety.
- d) Be aware that if the alleged perpetrator is also a person at risk, consideration must be given to their safety and wellbeing and to their needs as a vulnerable adult or child.

- e) React calmly and with reassurance, so as not to frighten or give concern to the person.
- f) Carefully listen to what is said, avoiding interruption and keeping questions to an absolute minimum – you are **NOT** investigating.
- g) If you are aware of actual or suspected abuse, or you believe abuse might take place if no preventative measure is taken, you should immediately **ALERT** your Line Manager or DSO. **DO NOT DELAY.**
- h) Carefully consider all the available information with an open mind. Do not make assumptions or jump to conclusions either by overreacting or underestimating the extent of concern or danger for the person.
- i) Wherever possible, you must act in accordance with the wishes of the vulnerable adult. If the vulnerable adult does not want action to be taken and the abuse is not serious, nor is there a risk of it continuing or happening to others, the member of staff or volunteer to whom the disclosure is made should explain to the vulnerable adult that they have a duty to discuss it with their Line Manager/ Dogs for Good contact and/or DSO.
- j) Never promise a child that you will keep what they have told you confidential. Instead, explain that you are not allowed to keep information about a child coming to harm to yourself. Explain that you may have to tell certain people in order to help the child and to make sure that he/she is safe. If all possible, keep the child informed about what actions you are taking.
- k) Take action where you suspect that a criminal offence has taken place (or you are sure that a criminal offence has taken place). Staff/volunteers and/or Line Managers should take care not to disturb anything which may be used as evidence.
- l) Be aware that if the allegation is against a relative, friend or carer **do not inform** them of the allegation until the Police have agreed a course of action.

6. Allegations Against Members of Staff or Volunteers

An allegation may be made against a member of staff or volunteer by a person at risk, parent/carer, member of the public or by another member of staff or volunteer. Closely adhering to this guidance will minimise the chances of a member of staff having an allegation made against them. However, it is impossible to eliminate the risk of such allegations altogether.

APPENDIX 1 – Safeguarding Concerns Flowchart



Section 4: CODE OF CONDUCT FOR STAFF AND VOLUNTEERS WHO WORK OR COME INTO CONTACT WITH VULNERABLE ADULTS & CHILDREN

1. Introduction

This document seeks to set out what constitutes 'best practice' in relation to working safely with persons at risk. It is hoped that staff and volunteers will use it to monitor their own standards and practice. However, this document is not meant to be exhaustive; no guidance can cover all eventualities.

2. Basic Principles Which Underpin this Code

- Staff and volunteers should understand their responsibilities to safeguard and promote the welfare of persons at risk.
- Staff and volunteers are responsible for their own actions and behaviour and should avoid any conduct which would lead any reasonable person to question their motivation or intentions. This includes interaction with clients and members of the public.
- Staff and volunteers should work, and be seen to work, in an open and transparent way with persons at risk.
- Staff and volunteers should discuss/and or take advice promptly from their line manager / Dogs for Good contact or another senior member of staff about any incident that may give rise to concern.
- Records should be made of any such incident and of decisions made/further actions agreed, in accordance with Dogs for Good's procedures for protecting vulnerable adults and children & young people.
- Staff and volunteers should apply the same professional standards regardless of race, gender or sexuality.
- Staff and volunteers should be clear about their responsibilities to report concerns about the conduct of any Dogs for Good staff or staff of any partner organisation, as well as who they should report such concerns to.
- The welfare of the child is paramount (Children Act 1989).

3. The Context for Dogs for Good Staff and Volunteers

Through their work, staff and volunteers come into contact with persons at risk in a variety of ways, including:

- Preparatory work with people who may wish to become assistance dog owners.
- Working in many settings as part of our Community Dog service.
- Preparatory work with children who may wish to utilise an assistance dog with their Team Leader.
- Training and supporting people in receiving, using and caring for their assistance dog.
- Providing literature and information, for example through websites, newsletters and workshops.
- A wide variety of fundraising events and social activities.
- Providing work experience for young people.
- Through social media activity.

The above are purely examples; the list is not meant to be exhaustive.

We must also be alert to the fact that staff and volunteers could use our dogs in a range of situations to help build inappropriate relationships with children and vulnerable adults - whether our clients, or just members of the public.

4. Guidelines for Safe Working Practice

Confidentiality

Staff and volunteers may have access to confidential information about persons at risk in order to undertake their day-to-day responsibilities; this may include some highly sensitive or private information in respect of some people. Information of this kind should never be used for the staff member's or volunteer's own, or others, advantage.

Similarly, such information should never be used casually in conversation or shared with any other person other than on a need-to-know basis. In circumstances where the person at risk's identity does not need to be disclosed, the information should be used anonymously.

Physical Contact

There are times when it is entirely appropriate for staff and volunteers to have physical contact with persons at risk, but it is crucial to do so only in ways that are appropriate to their professional role. Physical touch should never come as a surprise to the person. If touch is deemed necessary the permission of the person should always be sought, sometimes in advance to cover emergency situations.

Appropriate physical contact may include:

- Regular contact through assessment and training that is necessary in order to efficiently and effectively discharge these tasks. The contact should be formally agreed in advance with the person and recorded in any training notes.
- Responding to the needs of the person at risk at the time, for example a person in distress. Staff and volunteers offering such comfort and reassurance should remain self-aware at all times in order that their contact is not threatening, intrusive or open to misinterpretation. The touch should be of limited duration and appropriate to their age, stage of development, gender, ethnicity and background. Appropriate physical contact will most often occur with young children.
- Providing any type of mobility training (should be with the consent of the child and the written consent of the parent / carer).

Any regular physical contact that it is necessary to provide, should be part of a formally agreed training plan and subject to review.

Further guidelines for appropriate physical contact

- Physical contact should never be secretive, or for the gratification of the member of staff or volunteer, or represent a misuse of authority. If a member of staff or volunteer believes that their action could be misinterpreted, the incident and the circumstances should be reported and recorded as soon as possible.
- A person at risk should never be touched in a way that could be considered indecent.
- In terms of physical contact with children, staff and volunteers should never indulge in horseplay, tickling or 'fun fights'.
- Children should always be encouraged, where possible, to undertake self-care tasks independently.
- Extra caution should be exercised where it is known that a child has suffered previous abuse or neglect. In the child's view, physical contact might be associated with such experiences and lead to staff or volunteers being vulnerable to allegations of abuse.
- Some persons at risk may seek out inappropriate physical contact. It is always the responsibility of the member of staff or volunteer to deter the person sensitively by helping them to understand the importance of personal boundaries.

Appropriate Physical Contact During Dogs For Good Activities

Given the specific nature of the charity's activities, best practice will include ensuring that persons at risk are informed, prior to and during client assessments and training sessions or intervention activities, that certain types of physical contact will be necessary including:

- preventing the person from stepping into danger
- teaching the person about body awareness in relation to influencing a dog's behaviour, including, where necessary, hand, body, arm positions
- helping to replace non-intrusive items of clothing for training purposes, e.g. shoe that has been pulled off by the dog and needs to be repositioned
- during intervention sessions out in public spaces to ensure safety

5. Managing Behaviour

All persons at risk have a right to be treated with respect and dignity. There may be occasions where a person presents angry or aggressive behaviour or 'pushes the boundaries' with a staff member or volunteer.

In these circumstances:

- Try to defuse such situations early, if at all possible.
- Staff and volunteers should maintain self-awareness and self-control at all times.
- Staff and volunteers should talk calmly to the person without engaging in argument or confrontation. A consistent message should be given at all times. If a person verbally abuses a member of staff or volunteer this should be ignored; the member of staff or volunteer should walk away if at all possible. However, it may not be possible for the member of staff or volunteer to absent themselves because it is deemed necessary to stay in contact to keep the person safe. Such a judgement will need to take precedence over other considerations.
- If a child runs away, the member of staff or volunteer should not give chase unless the child appears to be placing themselves at risk. A 'cooling off' period can be helpful in situations such as this.

6. Incidents and Interventions

Physical Intervention

There may be occasions where it is necessary for staff and volunteers to intervene physically with a person at risk to prevent them from inflicting injury to others, self-injury, damaging property, or causing disruption. In such cases only the minimum force necessary may be used and any action taken must not exceed the need to make the situation safe.

Reporting Physical Restraint/Intervention

Where a member of staff or volunteer has taken action to physically restrain a person at risk they should make a written report of the incident and promptly send it to their Line Manager or Dogs for Good contact. The report should contain the following:

- The name of the person at risk involved, and when and where the incident took place.
- The names of any other staff or volunteer or people who witnessed the incident.
- The reason that force was necessary.
- How the incident began and progressed, including details of the person at risk's behaviour.
- What was said by each of the parties, including the steps taken to defuse or calm the situation.
- The degree of force used, how that was applied and for how long.
- The person at risk's response and the outcome of the incident.
- Details of any injury suffered by the person at risk, or any other person, or a member of staff or volunteer and of any damage to property.

Debriefing after an Incident of Physical Intervention

A considerable lapse of time should be allowed (a minimum of several hours or ideally half a day) before a debriefing session takes place between the person at risk, the staff member(s) involved in the incident of physical intervention and their line manager. Consideration should be given to whether or not including a mediator might be helpful.

7. Propriety and Behaviour of Staff and Volunteers

All staff and volunteers have a responsibility to maintain public confidence in their ability to safeguard the welfare of persons at risk. They should adopt high standards of personal conduct.

Staff and volunteers should not:

- Behave in a manner that would lead any reasonable person to question their suitability to work with persons at risk or act as a role model.
- Meet with persons at risk outside of organised activities in order to pursue a personal relationship with them.
- Make sexual remarks to, or about, a person at risk.
- Discuss their own sexual relationships with or in the presence of persons at risk.
- Engage in sexual relationships with persons at risk either in the work context or out of it.
- Make (or encourage others to make) unprofessional personal comments which scapegoat, demean or humiliate or might be interpreted as such.
- Dress in a way which could be considered inappropriate or overtly sexually provocative.
- Smoke in front of children or encourage/abet them in smoking.

The Sexual Offence (Amendments) Act 2000 makes it a criminal offence for a person over the age of 18 to have sexual intercourse or engage in any other sexual activity with a person under that age, if the older person is in a relationship of trust with the younger person.

Infatuations

Staff and volunteers should be aware that it is possible that a person at risk may develop a strong attraction to them and may develop a heterosexual or homosexual infatuation or crush. All situations should be responded to sensitively in order to maintain the dignity of all concerned.

Communications Using Technology

Communication between persons at risk and staff members or volunteers, by whatever method, should take place within professional boundaries. This includes the wider use of technology such as mobile phones, text messaging, emails, digital cameras, videos, web-cams, websites and blogs. When it is considered necessary for staff to communicate with vulnerable adults the equipment used by staff should be provided by Dogs for Good. Where it is necessary to give a Dogs for Good mobile telephone number for emergency contact out of hours, it should be made explicit to the potential caller that it is for this purpose only. Techniques for managing unwanted calls should be adopted i.e. allow the caller to leave a message and return call when appropriate.

Staff and volunteers should avoid any communication with persons at risk which could be open to misinterpretation of their motives or behaviour. Staff and volunteers should not give their personal contact details to persons at risk, including e-mail, home or mobile telephone numbers unless the need to do so is first agreed with their line manager. Internal e-mail systems should only be used in accordance with Dogs for Good policy. Staff and volunteers should never take or send images of persons at risk using personal mobile phones.

One-to-One Situation with Children

Staff or volunteers working in one-to-one situations with children may be more vulnerable to allegations of abuse.

Although our work does not include one-to-one working with individual children, there may be occasions when a member of staff or volunteer does find themselves alone with a child and dog. In this event, the member of staff or volunteer should seek to withdraw themselves from that situation as quickly as possible, notwithstanding the need to ensure the safety of the child. They should inform their line manager or Dogs for Good contact as soon as possible after such an event.

Photography, Videos and other Creative Arts

Some workplace activities may involve recording images. These may be taken for publicity or to celebrate achievement. Staff and volunteers need to be aware of the potential for such material to be misused for improper purposes. Careful consideration should be given as to how such activities are organised and undertaken. Line managers should be made aware that the photography/image equipment is being used and for what purpose. Particular care needs to be given when they involve people who may be unable to question why or how the activities are taking place.

Persons at risk who have been previously abused in this way may feel threatened by the use of photography, filming etc. even for legitimate purposes. Staff and volunteers should remain sensitive to any person in this position and should recognise the potential for misinterpretation.

Using images of vulnerable adults will require written consent of the individual concerned. Using images of children requires the written consent of their parent or legal guardian. All images taken should be available for scrutiny in order to screen acceptability. Images should not be displayed on websites, in publications or in a public place without written consent. The definition of a public place includes areas where visitors have access to the workplace.

Inappropriate Images

Staff and volunteers should take great care to ensure that children and young people are not exposed, through any medium, to inappropriate or indecent images. Under no circumstances should an adult use Dogs for Good equipment to access such material, including adult pornography. Personal equipment containing such images, or links to them, should never be brought into or used in the workplace.

All staff and volunteers should keep their passwords confidential and not allow unauthorised access to workplace equipment. In the event of any illegal material being discovered on a workplace computer, the equipment should not be tampered with in any way.

8. Transporting Persons at Risk

In certain situations, e.g. activities or one-off events, staff may agree to transport persons at risk. Wherever possible, transport should be undertaken in vehicles provided by and driven by the child's parent/guardian or carer. Should Dogs for Good vehicles be used for this context, the vehicle should be checked to ensure that it meets all legal requirements and is appropriately insured.

Staff and volunteers should:

- Ensure that all persons at risk being transported wear seatbelts. Encourage the person to fasten their own seatbelt. Monitor to ensure that this is done properly. Avoid leaning across the person at risk if you have to help them in fastening or adjusting the seat belt.
- If a child needs a booster seat (i.e. if they are aged between 3 and 12 years old or are less than 1.36m in height) this should be agreed with and provided by the parents/carers/school.

- Ensure that individual children are transported in the rear of the car. If more than 2 children are being transported, one may sit in the front seat (it is safer for a child to be seated in the front of the car as opposed to in the rear middle seat if only a lap belt is available).
- Plan and agree all arrangements with all parties in advance.
- Ensure that they are alone with a child for the minimum amount of time possible.
- Be aware that the safety and welfare of the child is their responsibility until the responsibility is safely passed over to a parent/carer.
- Report the nature of the journey, the route and the expected time of arrival.

9. Home Visits

Home visits should be arranged in advance either by letter, email or telephone, stating the name(s) of the person(s) who are visiting. Where reasonably practicable, home visits should be carried out by 2 people where:

- insufficient information is known about the individuals
- there may be a risk of allegation made against staff/volunteers or
- there is a risk of abuse toward staff/volunteers.

Whenever possible, visits should be carried out within normal working hours. Visits outside normal working hours (for example a response to an emergency situation involving a dog) should only be undertaken with the full knowledge of an identified manager within Dogs for Good. A record (diary) of movements and visits should be held by the line manager showing details of visits. Minimum details should include:

- Name of the person being visited
- Date & time
- Address & telephone contact details

In addition, it is recommended that estimated start/finish times be recorded along with details and dates and times of any phone calls confirming the visit arrangements.

Everything possible should be done to avoid the situation in which a staff member/volunteer arrives at the child's home to find the parent/guardian is not present.

If a member of staff or volunteer ever feels personally at risk on a visit, they should make an excuse and leave. The situation should be discussed with the line manager or Dogs for Good contact and a focused risk assessment carried out. It may be sensible for two workers to visit the home together or arrange an alternative to a home visit.

Where special visiting arrangements are established these must be clearly marked on the client's file on the database.

Individuals must report and properly record all incidents of concern. It is the responsibility of the individual to be aware of the content of files prior to contact and to keep files up to date.

Whenever possible staff/volunteers should carry a mobile phone.

10. Intimate Care

There may be very rare occasions when as part of their duty of care, staff and volunteers may need to perform or assist a vulnerable adult in carrying out a piece of intimate care. This might occur, for instance, if a vulnerable adult unexpectedly becomes sick in the care of a member of staff or volunteer. In such circumstances the following should apply:

- The dignity of the person should be a primary consideration.
- Encourage the person to act as independently as possible and to undertake as much of their own personal care as practicable.
- If another member of staff is in the vicinity make them aware of the task to be undertaken.
- Undertake the tasks that may be required as sensitively and discreetly as possible, paying attention to the person's wellbeing.
- Make your line manager or Dogs for Good contact aware of the circumstances of your intervention as soon as it is possible to do so.
- Make a written note of the circumstances of the intervention, date and sign it.
- Where appropriate, make carers of vulnerable adults aware that you provided such care and explain the circumstances of your intervention.

Having read this document, if you have any further questions or concerns please contact your line manager, Dogs for Good contact or the DSO.



Section 5: Confidential Safeguarding Enquiry Form

DETAILS OF PERSON AT RISK

Name:	_____	Date of Birth:	_____
Address:	_____ _____ _____	E-mail:	_____
		Type of Disability:	_____
Who do they live with?	_____	Tel No.:	_____

DETAILS OF PERSON COMPLETING THIS FORM

Name:	_____	Job Title:	_____
Address:	_____ _____ _____	E-mail:	_____
		Tel No.:	_____
Date of Incident:	_____	Time of Incident:	_____
Location of Incident:	_____		

About Your Concerns

What is the nature of your concern / allegation / disclosure? How and when did it first come to your notice?

Observations Made by You

Make a clear distinction what is fact, opinion or hearsay. Be sure to support any opinions you may have with factual reasons for believing so.

What Was Said

Exactly what did the person at risk say, and what did you say? If applicable, what was said by other persons present?

Were Other Persons at Risk Involved?

Any Previous Concerns?

Have there been any previous concerns and if so, what were they and were they recorded?

Any Other Relevant Information**Who Knows you are Completing a Record of Concern Form?****Name of Witness(es) and Contact Details**

Action Taken
<i>Record of action taken, who was involved and when, who has the information been passed to?</i>

Action Taken
<i>Record of action taken, who was involved and when, who has the information been passed to?</i>

Signed:	Date:
Print Name:	Time:

This record is strictly confidential and should only be shared with individuals on a need to know basis.

Staff and volunteers have a duty to safeguard all persons at risk.

This form may need to be used as evidence when a Safeguarding referral takes place.

We will keep the person completing this Enquiry Form updated as appropriate, given the sensitive nature of any enquiries that we receive.

In accordance with a Subject Access Request (SAR), individuals have a right to access information contained within this Enquiry Form.

Please ensure all information is stored in accordance with Data Protection procedures.