

Breastfriends Breast Cancer Support Group

Safeguarding Policy

Mission statement

In our work with young people and adults who may be at risk due to age, illness or disability, Breastfriends will endeavour at all times to provide services and activities which minimise risk and are as safe as we can make them.

We aim to protect our service users from harm or maltreatment, prevent the impairment of health or development, ensure the provision of safe and effective care, promote people's life chances.

We will work in partnership with other local/national agencies to put in place appropriate procedures for reporting, making referrals, accessing training and specialist support, as and when required.

Volunteers

All volunteer roles will be supported by a Volunteer Supporter.

Volunteers will be offered the same opportunities for advancement, responsibility, training and gaining qualifications and acknowledgement for their contribution to our organisation. In turn, our volunteers will adhere to the Code of Conduct at all times as a representative of our organisation.

Any volunteer roles, which would be regulated activity if unsupervised, will be appropriately supervised in accordance with statutory guidance.

Our appointed Safeguarding Officer is: Jane Reynolds Tel: 07774 290957

Deputy Safeguarding Officer is: Jane Shatford Tel: 07792647887

The safeguarding officer and deputy will have access to appropriate training to support them in these roles. They will liaise with appropriate local and national agencies, contribute to appropriate policies, maintain records and keep confidentiality, adhere to and promote this policy within the organisation, and support or provide access to support for individuals suffering harm or abuse.

Awareness of harm and abuse in our organisation

Harm is caused by accidents, deliberate abuse (physical, sexual, emotional, financial), neglect (deliberate or not) or factors such as bullying, prejudicial attitudes or a failure to enable *a person* to participate in activities that are open to most of their peers.

All incidents of harm to anyone involved in our service will require an appropriate response to reduce risks and improve our service

Deliberate acts of harm (sexual, physical, emotional and financial) and neglect are abuses against the person and will incur disciplinary proceedings and require reports and referrals to social services, the police, other professional bodies and the Disclosure and Barring Service (DBS) if in regulated activity.

Significant harm

Where there is risk of significant harm to our service users or volunteers, the Safeguarding Officer and deputy are empowered to act accordingly.

- To log all conversations regarding the issue
- To sign and request signatures on reports and statements
- Confidentially seek advice from expert sources
- Share concerns (with consent where required and appropriate) internally with the Chair of the Charity
- Share concerns and make referrals to external agencies such as Social Services, the Police or NSPCC as appropriate to the circumstances
- Make a referral to the Disclosure and Barring Service regarding volunteers in regulated activity whose conduct is harmful to service users and when they are removed from regulated activity

Confidentiality

All reports and logs will be kept securely and confidentially according our data protection policy and confidentiality statement until or unless it is necessary to share this material with the agencies named above. Information will be shared on a “need-to-know” basis only.

Communication

We will communicate this policy to all volunteers, service users and their families / carers, using appropriate methods, formats and language to get the essence across.

We support and encourage all service users, and volunteers to speak up and contact the named Safeguarding Officer or deputy where there is

- a *concern* (a worry, issue or doubt about practice or treatment of a service user or colleague, or their circumstances), *or*
- a *disclosure* (information about a person at risk of or suffering from significant harm) *or*
- an *allegation* (the possibility that a volunteer or staff member could cause harm to a person in their care)

Volunteers can report things that aren't right, are illegal or if anyone is neglecting their duties, putting someone's health and safety in danger or covering up wrongdoing. In the first instance they should speak with the Safeguarding Officer, their deputy or the trustee with appropriate responsibility

We would prefer our members and volunteers to use internal processes whenever possible to make a report as above, but this does not prevent them from making a report or referral to statutory agencies such Social Services or the Police, in their own right as a private individual. We also support our volunteers to raise concerns or

to disclose information, which they believe shows malpractice - whistle-blowing (disclosure in the public interest).

To encourage everyone involved in our organisation to understand that safeguarding is everybody's business, we will: agenda trustee's meetings to provide opportunities for discussions about issues and concerns, policy and procedures to reflect, review and to continue to learn and improve in our safeguarding responsibilities.

Policy review

This document will be reviewed by the Committee on an annual basis, and amended in line with all relevant legislation.

Useful information:

Cardiff City Council, Adult Safeguarding Team 029 2233 0888. Emergency Duty Team for out of hours support 029 2078 8570

Vale of Glamorgan Adult Services 01446 700111

If in Doubt Always Ring 999

(Policy issue date:...../...../2024)

Signed: (Safeguarding officer) Date:/...../ 2024

Signed: (Deputy Safeguarding Officer):/...../ 2024