



Policies & Procedures



The purpose of this handbook is to bring together into one place the Policies and Procedures for trustees, staff, volunteers and beneficiaries of Let's BeFriends – a befriending service set up by the members of Lancaster's Homeless Action Group who have lived experience



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Recruitment, Training & Support

This policy sets out the recruitment, training and ongoing support of Befrienders. Its purpose is to give clear and accurate information about the role of Befriender including the eligibility criteria so that everyone knows what is on offer before the decision is made to apply to become a Befriender.

What is Let's BeFriends

A project that creates and nurtures relationships between individuals who are under more pressure of homelessness and recovery (the Beneficiary) and individuals who have a good understanding and/or lived experience of those pressures (the Befriender).

The purpose of the befriending relationship is to offer companionship and social support. The social outings together could be a walk, coffee, chat, help to get and stay in touch with services, support to attend appointments and help to access opportunities in the community.

How do we recruit volunteer Befrienders?

We have a part time Network Coordinator to promote our service and we work closely with the Lancaster District Community Voluntary Service (CVS) and other partner organisations to both advertise and recruit volunteer Befrienders from within the local community. Social media such as the Let's BeFriends FaceBook page will also be used.

Some of our advertisement and social media communication will outline the skills and experience required and the duties to be undertaken by the Befriender. The publicity will also explain the training and DBS checks that are required in line with the Lancashire Adult Safeguarding Board (LASB).

Who is eligible to become a Befriender?

We value each and every individual and so anyone who applies to become



a Befriender will be treated as an individual and will be assessed as such. We do not discriminate in terms of background, lifestyle, age, race, gender, sexuality, and disability.

Our Befrienders must be:

- Aged 18 or above
- Live within easy access to Lancaster and Morecambe
- Able to offer a minimum of three hours a week
- Able to plan and attend social outings
- Willing to accompany service users to appointments which encourage participation in / access to improved health and social care
- Adhere to safeguarding, anti-discriminatory practice and boundaries as outlined in the LBF handbook
- Actively want a befriending relationship
- Complete and send a form detailing contact hours and content to the Project Coordinator by the last day of each month
- Complete expenses form and send to the Project Coordinator by the last day of each month
- Be non-judgemental and treat people with compassion / empathy

Let's BeFriends has developed a role description which defines the main duties and responsibilities of the Befriender along with the skills and experience required shown below:

Table 1: Role of the LBF Befriender

The Befriender Role	
Responsible to the Project Co-ordinator	
Main duties and responsibilities	Main skills and experience
<ul style="list-style-type: none"> • Provide companionship and support to the befriender that improves trust, confidence and independence • Develop a good healthy befriending relationship that respects confidentiality and boundaries • Assist the befriender to participate in daily life and access the services needed • Be reliable and consistent planning and meeting the befriender at agreed times and locations • Maintain a position of trust and safety by following all of the policies and procedures in the handbook • Support the project with regular information sharing and updates, making the most of training and support opportunities • Respect the work of the project and partner organisations, not bringing it or anyone into disrepute 	<ul style="list-style-type: none"> • Understand and/ or lived experience of the different pressures and constraints of homelessness and recovery • Genuine, honest, and non-judgemental • Empathetic with good listening skills • A good communicator who is mindful not to impose personal views, values, and opinions • Approachable with a positive attitude • Able to form positive and supportive relationships with others • Self-aware with a good awareness of how situations may affect you and others • Ready and willing to attend training and receive support as required • Able to treat individuals as unique with kindness, patience and respect • Good at responding to challenging situations in a calm, confident and straightforward manner

What is the pre-recruitment process?

Individuals who are interested in the role of Befriender can contact the Project Coordinator who will arrange an introductory meeting with them. The purpose of the meeting is as follows:

- Give the individual the opportunity to explore their interest in becoming a Befriender including their skills and experience
- Explain more about Let's BeFriends
- Clearly outline the role of Befriender
- Share the training that must be completed
- Discuss the DBS check
- Ask and answer any questions

Disclosure Barring Service (DBS) and character reference



Individuals who wish to become a Befriender are required to complete a DBS check and provide at least one character reference from an individual who is not related to them. Both of these tools in the application process are used to get to know the applicant better.

The DBS is completely confidential and its purpose is to check for any unspent cautions and convictions. Once the check has been done, a paper copy of the certificate is sent to the applicant which can be registered on the Government's Update Service: <https://www.gov.uk/dbs-update-service>

Having a DBS certificate registered with the Update Service is helpful as the same DBS can be used by the individual when applying for similar roles elsewhere. The DBS certificate can be viewed online by the organisation to ensure the individual is a suitable applicant.

The DBS certificate and the character reference are used by the Project Co-ordinator to confirm whether or not the applicant is suitable to become a volunteer Befriender. Once new Befrienders have been recruited, it is the responsibility of the Project Co-ordinator to:

- Ensure that new Befrienders are made aware and sign up to all of the policies and procedures in the Let's BeFriends handbook
- Provide a rolling programme of relevant training and supervision to fully support and prepare the Befriender for their role

DBS certificates are kept by the Project Coordinator for the Safeguarding Central Record.

What is the post-recruitment process?

Once recruited, all of the policies and procedures that Befrienders are required to understand and agree are contained in the Let's BeFriends handbook which any new Befriender receives and is invited to read carefully before signing the volunteer Befriender agreement.

Safeguarding Adults Level 1

In addition to the DBS check and because the role involves direct contact with



vulnerable adults, all Befrienders are required to complete the Safeguarding Adults Level 1 administered online by Lancashire Safeguarding Adults Board (LSAB). Certificates are issued by LSAB for this course and copies are kept by the Project Co-ordinator for the Safeguarding Central Record.

An introduction to befriending

All new Befrienders are required to attend an induction session called *An Introduction to Befriending* to cover

- Befriending overview
- Safeguarding
- Confidentiality
- Boundaries
- Health and safety

Ongoing training and support opportunities

All Befrienders are invited and encouraged to make the most of the rolling programme of training and support that is held in order to assist the Befriender in their role. Examples of the training on offer are as follows:

- Mental Health Awareness
- Personal Safety
- Conflict Management
- Trauma Awareness
- Compassionate Listening
- Confidence and Assertiveness
- Grief and Loss
- Suicide Alertness

Some of the training is online and others are in person and provide an opportunity for networking. Through Let's BeFriends, volunteers will find out more about the services in the local area that can help them in their role as Befriender and even in their own life. All training is free of charge to Befrienders and the Project Co-ordinator is keen to learn about and arrange other courses to assist the Befriender in their role.



Let's BeFriends are grateful to each and every Befriender for their commitment and in return we will ensure that Befrienders

- Know what is expected of them
- Are well supported
- Are shown appreciation
- Have safe working conditions
- Are insured
- Know their rights and responsibilities if something goes wrong
- Are paid expenses on time
- Are well trained
- Are free from discrimination
- Have the opportunity for personal development
- Can ask us for a reference
- Get certification, for example, in Adult Safeguarding
- Can refuse to carry out any request they consider to be unreasonable



How to access the online Safeguarding Adults Level 1 (mandatory) & Mental Capacity Act (optional) training provided by Lancashire Safeguarding Adults Board (LSAB)

COPY & PASTE WEBSITE BELOW IN THE BROWSER

https://lancashire.melearning.university/course_centre

A screenshot of a web browser displaying the Lancashire Me Learning Knowledge Platform. The page features the Lancashire County Council logo on the left and the Blue LMS logo on the right. A prominent yellow box with the text 'CLICK ON SELF REGISTER' is overlaid on the page. Below this, there is a 'Welcome' section with instructions on how to self-register. A 'Login' button is visible in the top right corner. The page also includes a search bar, a list of courses, and an information box. The browser's address bar shows the URL 'lancashire.melearning.university/course_centre'. The Windows taskbar is visible at the bottom of the screenshot.

User Self Registration - Blue LMS

lancashire.melearning.university/user/self_register

User details

Please hover over the help icons for guidance on completing this form.

Username: [redacted]

Title: [redacted]

First name: [redacted]

Last name: [redacted]

Email address: [redacted]

Confirm email address: [redacted]

Mobile number: [redacted]

Work number: [redacted]

Name of employer: [redacted]

Sector*: Partner Organisations

Service*: Select

Group: Admin

Photograph: Choose File | No file chosen

Do you require the accessible version of the system? Yes No

Validation process

Registration will automatically be approved.

**COMPLETE BOXES WITH RED *
DON'T FORGET TO MAKE A
NOTE OF USERNAME**

**SELECT
SECTOR = PARTNER ORGAN
SERVICE = OTHER
GROUP = GENERIC**

**IGNORE
PHOTOGRAPH**

Login - Blue LMS

lancashire.melearning.university/user/login

Login

Welcome to your personal learning site.

✔ Your account has successfully been set up. Please check your emails for your login details then login below with your username and password.

Please enter your login details

Username: [redacted]

Password: [redacted]

[Login](#)

[Forgot your password?](#)

**CHECK YOUR EMAIL FOR
YOUR PASSWORD**

Useful links

- Check my computer specifications
- Me Learning website

Latest news

'Unacceptable' do not resuscitate orders made in first Covid wave and some may still be in place, says CQC

There is evidence that "unacceptable and inappropriate" do not attempt cardiopulmonary resuscitation orders (DNACPRs) were made at the start of the pandemic and some may still be in place, the Care Quality Commission (CQC) has warned. In an interim report..... Dec 04 2020

'Our profession must be much more inclusive to disabled people': a letter to the chief social workers

By Vikki Walton-Cole Today (3 December) marks the International Day of People with Disabilities and sits in the middle of UK Disability History Month (18 November



Home - Blue LMS

lancashire.melearning.university/user/dashboard

Lancashire County Council

Blue LMS
Your personal learning site

Messages [1] My profile

HOME COURSES HISTORY LOGOUT

CLICK ON COURSE LIBRARY

Welcome Andrew

Welcome to your personal learning site.

Course library

Introduction

The courses that you have been enrolled on will appear in the 'My courses' section below. Please complete these courses as soon as is practicably possible. There may be other courses available to you within the course library - which can be accessed via the Courses menu above.

My courses Show completed courses

Please complete the courses listed below.

System alerts

You have [1] unread message in your message inbox

18:15 04/12/2020

Course library - Blue LMS

lancashire.melearning.university/user/course_library

Course Name	Duration	Enrollment Status	Action
Care Act - Information and Advice	01 hours	Not enrolled	Details
Care Act - Integration Cooperation and Partnerships	01 hours	Not enrolled	Details
Care Act - Introduction and Overview	01 hours 30 minutes	Enrolled	Access Course
Care Act - Personal Budgets	30 minutes	Not enrolled	Details
Care Act - Review of Care and Support Plans	30 minutes	Not enrolled	Details
Care Act - Safeguarding Duties and Responsibilities	30 minutes	Enrolled	Access Course
Care Act - Transition to Adulthood	01 hours	Not enrolled	Details
Information Governance	01 hours 30 minutes	Not enrolled	Details
Lancashire LLCS Child Exploitation Team Practice Manager	30 minutes	Not enrolled	Details
Lancashire LLCS Child Exploitation Team V3	30 minutes	Not enrolled	Details
Mental Capacity Act	01 hours 45 minutes	Not enrolled	Details
Private Fostering	30 minutes	Not enrolled	Details
Safeguarding Adults - Level 1 v2	2 hours	Not enrolled	Details

Showing 1 to 20 of 20 entries

18:16 04/12/2020

CLICK ON SAFEGUARDING ADULTS



Course library - Blue LMS

lancashire.melearning.university/user/course_library/course_details/65

Course library » Safeguarding Adults - Level 1 v2

[Share](#) [Print](#) [Add note](#) [Bookmark](#)

Introduction

The course will give you the skills and knowledge required to identify and respond to concerns, disclosures and allegations of abuse and substandard practice.

The course will also enable you to learn about prevention and proportionate interventions, and the dangers of risk adverse practice and the importance of upholding human rights.

This course complies with Level 1 Social Care and Levels 1 & 2 Healthcare.

Course rating: ★★★★★ 716 ratings

Course detail

Duration: 2 hours

The certificate will be awarded upon completion of the Level 1 & 2 feedback form.

Module name	Type	Duration	Status	Score
Modules				
What is Adult Safeguarding?	Online	00:20:00	Not started	--
What is Abuse and Neglect?	Online	00:30:00	Not started	--
Recognising Abuse and Neglect	Online	00:30:00	Not started	--
Responding to Concerns	Online	00:30:00	Not started	--
Evaluation (learning)				
Feedback (mandatory)	Evaluation	--	Not started	--

Enrolment details

Current status: Not enrolled

Options: [Enrol](#)

Refresher guides

The Refresher guide can be launched once you have been enrolled on the course.

Course documents

- What is Adult Safeguarding Refresher Guide
- What is Abuse and Neglect Refresher Guide
- Responding to Concerns Refresher Guide Part 1
- Responding to Concerns Refresher Guide Part 2
- Recognising Abuse and Neglect - Refresher Guide

Course flyer

Please click the link to download the course flyer.

[View flyer](#)

CLICK ON ENROL

My courses - Blue LMS

lancashire.melearning.university/user/multi_level/view/65

Introduction

The course will give you the skills and knowledge required to identify and respond to concerns, disclosures and allegations of abuse and substandard practice.

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Course detail

Duration: 2 hours

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Module name	Type	Duration	Status	Score	Option
Modules					
What is Adult Safeguarding?	Online	00:20:00	Not started	--	Launch
What is Abuse and Neglect?	Online	00:30:00	Not started	--	Launch
Recognising Abuse and Neglect	Online	00:30:00	Not started	--	Launch
Responding to Concerns	Online	00:30:00	Not started	--	Launch
Evaluation (learning)					
Feedback (mandatory)	Evaluation	--	Not started	--	

Enrolment details

Current status: Not started

Options: --

Refresher guides

Please click the links below to launch the refresher guide(s).

- What is Adult Safeguarding Refresher Guide
- What is Abuse and Neglect Refresher Guide
- Recognising Abuse and Neglect Refresher Guide
- Responding to Concerns Refresher Guide Part 1
- Responding to Concerns Refresher Guide Part 2
- Safeguarding and Mental Capacity Act Refresher Guide

Course documents

- What is Adult Safeguarding Refresher Guide
- What is Abuse and Neglect Refresher Guide
- Responding to Concerns Refresher Guide Part 1
- Responding to Concerns Refresher Guide Part 2
- Recognising Abuse and Neglect - Refresher Guide

Course flyer

Please click the link to download the course flyer.

CLICK ON LAUNCH TO COMPLETE EACH OF THE 4 X MODULES

YOU WILL NEED TO COMPLETE THE EVALUATION FORM BEFORE YOU GET YOUR CERTIFICATE

SEND A COPY OF YOUR COURSE CERTIFICATE TO THE PROJECT COORDINATOR

red charity number 1199

GO BACK TO THE COURSE LIBRARY & COMPLETE THE COURSE ON MENTAL CAPACITY ACT



Expenses and Reimbursement

The purpose of this policy is to give clear and accurate information about reimbursable expenses, including expenses for travel and subsistence that are claimable in the course of the Befriender's role and responsibilities.

Let's BeFriends has a duty to minimise expenditure that is not directly funded. Befrienders are asked to keep their expenses incurred to a minimum, keep a record of expenses and provide a brief explanation of why the expense was incurred, providing receipts where possible.

Expenses will be reimbursed for befriending involvement / activity agreed with the Project Co-ordinator and where necessary, the decision will be elevated to the Management Committee.

Befrienders will carry out their befriending duties in their local area and as such, are asked to consider travelling via the most cost-effective method of transport and the shortest route.

Identifying reimbursable expenses

Table 2: Befriender reimbursable expenses

	Reimbursable expenses
Use of own transport	Mileage is paid in line with Lancashire County Council and the current rate is as follows:
Motor vehicle	Motor vehicle 45p/p/m or 30p p/m after 100 mile round trip
Motorcycle	Motorcycle 24p/pm
Bicycle	Bicycle 12p/pm
	Mileage is calculated from postcode to postcode using the shortest route via Google Maps.
	Full reimbursement will be made for car parking charges where applicable. Appropriate receipts and car park tickets must be attached to a completed LBF expense form and submitted to the Project Co-ordinator at the end of each month.
	We do not reimburse parking fines or speeding tickets under



	<p>any circumstances.</p> <p>Volunteers who choose to use their motor vehicle to carry out their befriending activities such as transporting a Beneficiary to appointments must contact their motor insurer to confirm their motor insurance covers them for befriending activities.</p>
Public transport	<p>Full reimbursement will be made for the cost of travel tickets - bus or train fares. Appropriate receipts, used tickets, or ticket stubs must be attached to a completed LBF expense form and submitted to the Project Co-ordinator.</p> <p>The use of taxis will not be reimbursed unless in exceptional circumstances and only where agreed in advance with the Project Co-ordinator.</p>
Subsistence	<p>Befrienders may claim for reimbursement of the reasonable cost of refreshments. Buying a non-alcoholic drink for your Beneficiary and yourself when you meet is a reasonable cost.</p> <p>A receipt must be attached to a completed LBF expense form and submitted to the Project Co-ordinator.</p>

The process of claiming expenses

1. Let's BeFriends expense form shown below to be completed and submitted to the Project Co-ordinator by the last day of each month.
2. Volunteers are asked to calculate their mileage from postcode to postcode using the shortest route via Google Maps.
3. An appropriate receipt for non-mileage expenses listed must be attached to the expense form given to the Project Co-ordinator.
4. An appropriate receipt includes used public transport and parking tickets and cash register receipts. All receipts must clearly state the date of purchase and the amount paid.
5. Volunteers are asked to submit claims within one month of incurring the expense.



Let's BeFriends Expense Form To be submitted to Project Co-ordinator by the last day of each month



Name	Claim date
------	------------

Date	Purpose of journey	Mileage claim From POSTCODE	Mileage claim To POSTCODE	If return enter miles again	Total mileage	Car parking claim (Attach receipts)	Bus/Train Claim (Attach receipts)	Subsistence claim (Attach receipts)
MILEAGE CLAIM GUIDELINES Motor vehicle = 45p p/m or 30p after 100 mile round trip Motorcycle = 24p p/m Bicycle = 12p p/m				TOTAL BEING CLAIMED FOR	miles X £ 0.45= £			

I have checked the calculations carefully and I certify that the expenses claimed above were incurred during the course of my duties for Let's BeFriends.

Signed: _____ Dated: _____

FINANCE: OFFICE USE ONLY

Auth pymt sign 1		Auth pymt sign 2		Pymt active	
Project	Dept Number	Fund Number	Nom code	Jnl to	Posted cash bk



Boundaries

This policy sets out the boundaries for LBF including the Management Committee, Project Coordinator, volunteer Befrienders and Beneficiaries. Boundaries are everyone's responsibility.

We match and nurture the relationship between the volunteer Befriender and the Beneficiary who is more at risk and exposed to the different types of pressures and constraints of homelessness and recovery.

The purpose of the befriending relationship is to provide companionship and social support.

'Friendship is a private, mutual relationship. Befriending is a service. A service responsible for providing informal companionship and social support to build trust and relations where none exists so individuals can become more socially included and active'

Source: Code of Practice, Befriending Network Scotland.

What are boundaries?

Our definition of a boundary is a limit on what is reasonable. Effective boundaries are the foundation of all healthy relationships; they help to develop trust, stability and respect. We set boundaries to limit the impact of another person's behaviour on us. Effective boundaries assert the needs and rights of individuals, so they feel more secure and respected.

The need for a Boundaries Policy

Boundaries are there to help everyone involved know where they stand on particular issues: they also help to avoid confusion which could cloud the development of a befriending relationship. A boundaries policy aims to ensure that the expectations, roles and responsibilities of all concerned are made clear at the start and during the relationship.

Scope of the policy

Because of the emphasis Let's BeFriends places on trying to develop a



good relationship between a Beneficiary and Befriender, there are fewer boundaries perhaps than in some other befriending projects.

There are also some specific grey areas where there is no hard and fast rule and what is acceptable is, to some extent, a matter for discussion between the Project Co-ordinator, the Beneficiary and the Befriender. This policy tries to deal thoroughly with these areas of flexibility as well as dealing with general guidelines.

No matter how detailed this policy is, issues that are not covered will inevitably arise. In these cases, as in all other cases of uncertainty, the golden rule is always to consult with the Project Co-ordinator so we can learn from what happened and reset the boundaries.

The three stages of setting and keeping a boundary

1. Defining the boundary
2. Setting the boundary
3. Keeping the boundary

In reality, a boundary often needs re-setting and modifying many times. These three steps then repeat in a process of defining, setting and keeping, learning from what happened and then redefining, resetting, re-keeping and so on. This process is usually helped if we support each other and have the support of the Project Co-ordinator.

The advantages of setting boundaries

- They invite the Befriender to be more responsible for their behaviour
- They model a healthier and safer way of relating to people
- They help individuals in a relationship to reduce the impact of their behaviour on each other
- They help individuals in a relationship to break down patterns of behaviours that we can get stuck in, such as being dependent or being a carer

We cannot change someone else. What we can change is our response to a situation. This change may in turn invite a change from the Beneficiary.



Defining a boundary

In reality, boundaries are more about compromise rather than about getting exactly what we want. The needs of the Befriender are equal to those of the Beneficiary and it is important that both parties are supported to set and keep healthy boundaries.

Setting a boundary

Having defined the boundary, the next step is to set it. Ideally this is done through negotiation so that the boundaries are agreed by all concerned. Some boundaries, however, are non-negotiable because they are in the best interests of everyone.

Open and honest dialogue is the key to setting boundaries because it builds trust and a sense of responsibility characteristic of an adult-to-adult rather than parent-child or child-child relationship.

The Project Co-ordinator will set the non-negotiable boundaries at the start of the befriending relationship. This will be done as a matter of priority at the point of induction and training for the Befriender and as part of the referral process for the Beneficiary.

Keeping a boundary

Boundaries can be broken especially when they are first put in place. This is often a natural reaction to change. Individuals are creatures of habit who find it hard to let go of previous ways of behaving. Kind and gentle reminders are helpful.

One of the key priorities of the befriending relationship is to observe and acknowledge when boundaries are being kept and broken. If a boundary is broken the Project Coordinator will offer support to respond firmly and fairly.

Let's BeFriends boundaries

As a general rule, individuals are not asked to do anything that they are not comfortable doing, have not been prepared for, or committed to, and



in which Let's BeFriends are unequipped to support them.

The commitment is 3 hours per week of companionship and social support. The social outings together could be a walk, coffee, chat, help to get and stay in touch with services, support to attend appointments and help to access opportunities in the community.

In choosing to become a Befriender and Beneficiary, both parties are making a commitment to follow boundaries regarding confidentiality, safeguarding and code of conduct which are non-negotiable.

The Project Co-ordinator will ensure both parties are informed, appreciate and agree to the non-negotiable boundaries both in the relationship itself and during the social outings.

The non-negotiable boundaries

Table 3: non-negotiable boundaries in befriending relationship



WE AGREE TO ADHERE TO THESE NON-NEGOTIABLE BOUNDARIES	
CONFIDENTIALITY	<p>Do not share personal information learned during the course of the befriending relationship without permission</p> <p>Only share information that you are comfortable sharing – trust takes time and needs to be earned</p>
SAFEGUARDING	<p>Do not ignore signs of risk and abuse – report any concerns to the Project Coordinator. If the Project Coordinator is unavailable, alert a member of the Management Committee</p> <p>Only meet in places where you feel safe and at times when you feel safe</p> <p>Verbal and physical abuse is not permitted and will lead to the immediate end of the befriending relationship</p> <p>Avoid physical displays of affection such as hugging or kissing</p>
CODE OF CONDUCT	<p>Do not lend, give, accept or borrow anything from each other such as money or gifts</p> <p>Do not use or be under the excessive influence of drugs or alcohol in each other's presence</p> <p>Respect boundaries and do not use pressure – contact the Project Coordinator if you wish to change or end the befriending relationship</p>

The Project Co-ordinator will ensure these non-negotiable boundaries are explained and understood at the start of the befriending relationship at the point of induction and referral. The agreement is made by both parties.

The Befriender and Beneficiary are jointly responsible for ensuring the non-negotiable boundaries are respected and adhered to throughout the course of their relationship. This will be monitored regularly by the Project Co-ordinator.

If a non-negotiable boundary is broken, the Befriender and Beneficiary are asked to part company at the earliest opportunity and report the breach to the Project Coordinator immediately. Time will



be taken to choose a response that is realistic and does not excuse the behaviour.

What Befrienders are not....

The boundaries can be looked at in terms of the roles they explicitly **do not** take on. This could be taken negatively but does provide clear reference points and also clarifies the befriending relationship with other organisations that Let's BeFriends works with.

Not a qualified professional or carer:

Befrienders are not expected to take on the formal duties expected of a qualified professional or carer such as administering medication, moving and handling.

Medical emergencies

In the case of any medical emergency Befrienders must call 999.

First Aid training

We will offer Mental Health Awareness and Suicide Alertness training to our volunteers. Befrienders are not qualified First Aiders and therefore required to contact NHS 111 in non-emergency situations and 999 in the event of an emergency. If in any doubt, call 999.

Boundaries role of Project Coordinator

Most of this policy concentrates on the Befriender and the Beneficiary. The boundaries to be observed and monitored by the Project Co-ordinator are touched on above and are looked at more fully here.

Project Coordinator

- Must endeavour to find out all relevant information about any health and behavioural issues including risks on the part of the Beneficiary which might possibly affect the Befriender's role and any risky behaviours demonstrated by the Befriender which



might be detrimental to the Beneficiary

- Must be aware of the health and behavioural issues of the Beneficiary and can signpost them to alternative projects if they are not suitable for Let's BeFriends
- Must provide adequate support and advice to Befrienders regarding their role and any boundary issues that arise
- Must provide or obtain access to any training needed by the Befriender in the performance of their role



Confidentiality

Let's BeFriends understands that the appropriate use of confidential information underpins our project. All information about the Beneficiary and the Befriender is confidential, to be shared only as necessary in support of safety and welfare. Let's BeFriends ensures that personal and operationally sensitive information is maintained confidentially by the project.

Types of information that is considered confidential can include:

- Name, date of birth, age, gender, sexuality, and address
- Contact details of family and friends
- Financial history and records
- Medical history and records
- Personal care issues
- Criminal history and records
- Information about personal property and belongings
- Incoming and outgoing personal correspondence

Disclosure of confidential information to another person is only undertaken:

- With full consent of the Beneficiary where they have freely given Let's BeFriends authority to act on their behalf in order to improve outcomes in areas such as health, well-being, finances, housing etc.
- To protect the safety and welfare of an individual who may be at risk of serious harm
- In very limited and extremely rare circumstances where an individual is suspected of a disclosable offence or terrorism

The position on confidentiality is made clear to all connected with Let's BeFriends. The Management Committee and staff are responsible for ensuring that the requirements of this policy are met throughout the project.

Procedures



1. Beneficiaries and Befrienders

Let's BeFriends confidentiality policy and procedure is provided to all Befrienders, verbally as a key part of their induction and in writing as part of the handbook. All comply with its requirements.

Let's BeFriends referral forms ask the individual being referred for consent to share general information in order to benefit from the project. All referral forms are signed and dated by both the referred and the referrer.

The befriending relationship agreement asks the Beneficiary and Befriender to comply with non-negotiable boundaries which includes confidentiality (refer to Table 3 in the boundaries policy).

It is not acceptable to share personal information about the Beneficiary with anyone except the Project Co-ordinator. Anyone includes family, friends and colleagues.

Befrienders should find a confidential setting to discuss their Beneficiaries with the Project Co-ordinator, for the purpose of supervision and to ensure the best possible support.

Befrienders meeting together for peer support do not share information that may identify or breach the confidentiality of those that they support.

Beneficiary and Befriender information is held on a secure password protected database. Any paper records are held securely by the Project Co-ordinator.

Should consent to share information be withdrawn or the Beneficiary/ Befriender leave the project, personal information is electronically and manually shredded within three years.

Breaches of confidentiality are treated seriously and may result in the individual concerned being required to leave the project.



2. Safeguarding

Our confidentiality policy sets out that personal information will be kept in confidence, but it is made clear to Befrienders at induction and Beneficiaries at the introductory meeting that if a disclosure is made that leads us to believe that someone is at imminent risk of serious risk of harm then we do have a duty to share that information as we need to keep everyone safe.

Where it is considered necessary for the welfare and protection of an individual, information is shared with the appropriate authority in line with Lancashire Adults Safeguarding Board policies.

Where it becomes clear that Let's BeFriends has a duty of care to pass on safeguarding information, we will always endeavour to do this with the knowledge and consent of the person that the information concerns, unless to do so would put an individual at greater risk of harm.

Where there are concerns about the safety or wellbeing of an individual, adherence to the policies of the Lancashire Adults Safeguarding Board overrides the confidentiality policy.

3. Members of the Management Committee and staff

Let's BeFriends confidentiality policy and procedures are agreed and reviewed by members of the Management Committee and staff as a key part of their role and responsibility and everyone in the organisation must comply with its requirements.

General information provided to the Management Committee about Beneficiaries and Befrienders relates to the nature and level of referrals and outcomes. Personal information, or information that could identify an individual is not provided without explicit consent.

Case studies provided to the Management Committee / funders in order to illustrate our work and outcomes are made anonymous. Members and staff are aware that information relating to individuals and the operation of the project is treated in confidence.

Where there are concerns for the safety or welfare of an individual, the Project Coordinator has access to a relevant member of the Management



Committee or an external expert to ensure the most appropriate process is being followed and to ensure the best possible support.

Any confidential discussions between members and/or staff relating to personal issues or sensitive operational matters are only shared as appropriate with restrictions.

Members and staff ensure the confidentiality of Beneficiaries / Befrienders and confidential information relating to the operational work of the project are maintained at all times in line with this policy and procedure.

Breaches of confidentiality are treated seriously and may result in the individual concerned being required to leave the project.

4. Written records

Let's BeFriends complies with the requirements of the GDPR guidelines and the principles of good practice.

Let's BeFriends ensures that all manual and electronic records, or backed up data containing personal information including Beneficiaries, Befrienders or personnel files are kept securely.

Access to Beneficiary, Befriender and staff files are restricted to the appropriate personnel. Great care is taken to ensure the minimal information about the Beneficiary and the Befriender is recorded within the secure files.

Members, staff, Befrienders and Beneficiaries are aware that information is held about them and that they have the right to request to see it.

Beneficiary, Befriender, staff and members records are only kept as long as necessary and securely destroyed within three years of leaving the project or withdrawing consent.

Statistical information about the number Beneficiaries/Befrienders and the type of work undertaken may be shared with funders in line with the requirements. Information that may identify an individual is not shared except with their specific permission.

This policy will be subject to regular updates and review - last review January 2022



Health & Safety

Let's BeFriends recognises and accepts the responsibility to ensure that all reasonable precautions are taken to provide and maintain working conditions, which are safe, healthy and comply with statutory requirements.

The work we do is befriending in the form of companionship and social support. Befriending often happens in public places such as a local park, cafe or at premises operated by a partner agency such as a GP surgery or Citizens Advice. Sometimes we may be gifted a room inside one of our partners' venues.

Let's BeFriends is as unique as the individuals that make up the befriending relationships. We do not work from an office base but remotely out in the community of the Lancaster and Morecambe area.

Successful implementation of this health and safety policy therefore requires active co-operation from each and every one of us. We are all responsible for creating and maintaining our own safe and healthy working conditions.

As a result, we will each:

- become familiar with and conform to the health and safety policy and observe safety rules at all times
- work safely and efficiently and with due regard for the health, safety and welfare of others including the public
- report accidents and incidents promptly that may lead to injuries
- report all unsafe conditions that may arise
- co-operate with management when accidents require investigation
- comply with statutory obligations and requirements of the codes of practice
- not interfere with or misuse anything provided in the interests of safety
- use any equipment provided in accordance with training and instruction received

Let's BeFriends Health and Safety Policy is provided to all Befrienders, verbally as a key part of their induction and in writing as part of the Handbook.



Members of the Management Committee and staff agree and review the policy annually as a key part of their role. All comply with its requirements.

At the start of every befriending relationship, the Project Co-ordinator asks both the Beneficiary and Befriender to sign an agreement saying they will comply with the non-negotiable boundaries included in the Health and Safety guidelines below:

Table 4: Health & Safety Guidelines

	Meeting outside in the community such as, park, town centre	Meeting inside in one of our partners' venues
First Aid	Befrienders are not qualified First Aiders and as such advised to contact NHS 111 in non-emergency and 999 in an emergency. If in any doubt, ring 999.	Contact the First Aider on duty in the building who will take the appropriate action. Alternatively, contact NHS 111 in non-emergency and 999 in an emergency. If in any doubt, ring 999.
Incidents and Accidents	Report any incidents and accidents, however minor, to Project Co-ordinator who will record in the LBF accident book and take any appropriate action.	Report any incidents and accidents, however minor, to the building manager who will record in the partner's venue accident book and take the appropriate action.
Hazards	Hazards can be present in every environment. Try to avoid running and watch out for any uneven or defective surfaces underfoot. Care should be taken when climbing or descending stairs especially when slippery underfoot.	The use of an office/ space in a partner building is 'low risk' in health and safety terms. However, hazards can be present in every environment. Helping to keep the place tidy and clear of obstructions and spilt liquids will minimise risk.
Display Screen Equipment	Befrienders who need to use a computer when supporting their Beneficiary should organise their time so that computer work is interspersed with other activities. Short, frequent breaks are better than occasional, longer breaks: 5 minutes every hour is better than 15 minutes every 2 hours.	When using a computer, it is important to adapt the furniture to fit the body, so the lower back is supported. The screen should be just below eye level and at a 90-degree angle to windows. Remember to look into the distance periodically at least 20 feet away and do regular stretching exercises.

<p>Lifting and Handling Bulky or Heavy Objects</p>	<p>Befrienders are not required to lift or move any objects as part of their role. Lifting and handling loads incorrectly can cause serious injury and general fatigue.</p> <p>Back trouble is the greatest cause of absence from work. It is important to take special care of your posture especially when lifting and handling but also when sitting down for any length of time. Maintaining an upright position with the chair supporting the small of your back is recommended.</p>	<p>In the event of being called upon to handle bulky or heavy objects, only lift or move what you can easily manage. Please observe the good handling techniques below:</p> <ul style="list-style-type: none"> ● Examine the object for size, shape and weight. Decide how and where to hold. Check for grease, oil and sharp edges. ● Clear your path of obstructions and tripping hazards. ● Know where and how you will let the object down ● Get help if you have doubts about lifting objects
<p>Electrical Equipment</p>	<p>Electrical supply cables and wires can be a tripping hazard. Electrical equipment and water are a dangerous combination. Stay away from electrical equipment with wet hands and in wet areas.</p>	<p>Electrical equipment is regularly checked in our partners' buildings and is normally safe when properly used. It is not advisable to attempt any electrical repairs unless authorised. Disconnecting electrical equipment before moving it and when not in use is good practice.</p>
<p>Fire Precautions</p>	<p>Make sure the meeting places and the routes taken are familiar and as safe as they can be.</p>	<p>Be aware of the position and use of firefighting equipment, evacuation procedure, your emergency exits and assembly point in case of fire.</p> <p>It is important fire doors are used properly for evacuation and to restrict the spread of fire. Free of any obstructions and not propped open.</p>
<p>Fire Emergency</p>	<p>On discovering a fire, contact the Fire Brigade on 999 and wait at a clear and safe distance from harm.</p>	<p>Befrienders using an office/ space in one of our partners' buildings are encouraged to find out what to do and who to contact in the event of an emergency or if assistance is needed.</p>

		On discovering a fire, sound the alarm, leave the building by the nearest exit, and go straight to the designated fire assembly point.
Alcohol and Drugs	Do not use or be under the excessive influence of drugs and alcohol in the presence of each other. This is one of the non-negotiable boundaries of the befriending relationship. Befrienders are asked to part company at the earliest opportunity and report all breaches to the Project Coordinator immediately.	The use of drugs and alcohol is not permitted in any of our partners' buildings. Befrienders are asked to part company at the earliest opportunity and report all breaches to the Project Coordinator immediately and inform the building manager if assistance is required.
Smoking	Befrienders are permitted to smoke where and when it is appropriate to do so.	By law smoking is not permitted in any of our partners' buildings. Use the external designated smoking areas.
Mobile Telephones	Befrienders are advised to carry fully charged mobile phone with them in case of an emergency. The law on mobile phones deems it illegal to use hand-held mobile phones or sat-nav devices while driving as hands-free devices should already be set up prior to the drive.	Some partner agencies have a supply of mobile phone chargers / are willing to let service users charge their mobile phones whilst they access the building - informing your Beneficiary of these services can be of vital importance - particularly when you support someone who is street homeless or who is struggling to pay their electricity bills.
Infectious Diseases/ Conditions	Befrienders and Beneficiaries who have or suffer from infectious diseases and conditions will be treated in the same way as any other person except when it puts the health and safety of others at risk. Inform the Project Co-ordinator of any infectious and contagious	Befrienders using an office/ space in one of our partners' buildings are encouraged to find out what to do and who to contact in the event of an emergency. Contact the First Aider on duty in the building who will take the appropriate action compliant with infection prevention and control.

	<p>conditions that could put the health and safety of others at risk.</p> <p>Befrienders are not qualified First Aiders and as such advised to contact NHS 111 in non-emergency and 999 in an emergency. If in any doubt, ring 999.</p>	<p>Alternatively, contact NHS 111 in non-emergency and 999 in an emergency. If in any doubt, ring 999.</p>
<p>Covid-19 Specific Infection Control</p>	<p>Follow current Government guidelines in relation to covid:</p> <p>1. Self-isolation - anyone displaying covid symptoms however mild should remain at home and self-isolate. This also applies if anyone in the same household is displaying symptoms. Anyone who begins to display symptoms while befriending should return home to self-isolate.</p> <p>We have funding to ensure that our Beneficiaries are assisted to follow rules and guidance to avoid the spread of covid - whilst we must not physically meet any Beneficiary with covid symptoms, we should ensure they have everything they need in order to self-isolate - this can include food, medication, gas and electricity. Contact the Project Coordinator or Management Committee for more information on how we can offer support (i.e. providing remote support / online assistance), when we can apply to external agencies for utilities funds and food parcels and when we can agree to reimburse other expenses that need to be met in order to help a Beneficiary to self-isolate.</p> <p>2. PPE – wearing a face covering is</p>	<p>In addition to the current government guidelines, follow any protocols in place at our partners' buildings including:</p> <p>Testing - checking and recording temperatures</p> <p>Single use tissues – individuals are encouraged to use single use tissues. Wastepaper bins with liners should be available to dispose of used tissues followed by hand washing or sanitising.</p> <p>Sneezing/ coughing - In the event of an unprotected sneezing/coughing episode cleaning of the surrounding area must be undertaken. This is in addition to hand washing/sanitising. We recommend that PPE must be worn when undertaking a cleaning task.</p> <p>Room ventilation – open windows to ensure a good fresh air flow</p>

	<p>recommended in some public places unless exempt and can be worn where social distancing may be difficult. We can supply PPE to volunteers and befrienders.</p> <p>3. Social distancing – we recommend maintaining 1m plus social distancing where possible.</p> <p>4. Handwashing – wash hands with soap and water for at least 20 seconds. Use alcohol-based hand rub that contains 60% alcohol if soap and water are not available.</p>	
Lone Working	<p>Befrienders are advised to use sensible measures to ensure their safety when working alone and when travelling to and from appointments with the Beneficiary.</p> <p>Read and understand our Lone Working Policy before undertaking any lone working and adhere to its guidance at all times.</p>	<p>Follow all of the entrance and exit protocols in place at our partners venues including signing in and out of registers.</p> <p>Many partner buildings have panic buzzers and it is good practice to understand where these are in case of an emergency</p>
Personal Safety	<p>Abuse is not acceptable within the befriending relationship. If any physical or verbal abuse occurs then Befrienders are asked to part company at the earliest opportunity and report all breaches to the Project Co-ordinator.</p> <p>Befrienders are not to put their life or the life of others attempting to prevent an act of violence.</p>	<p>Taking reasonable care of ourselves and other people who may be affected by our acts or omission is extremely important.</p> <p>Acting in a way that could endanger ourselves or other people such as, playing practical jokes, using provocative language or gestures is unacceptable.</p>
Stress	<p>It is the aim of Let's BeFriends to ensure that Befrienders and Beneficiaries are kept safe and healthy and are not subjected to excessive responsibilities, onerous befriending practices and a</p>	<p>It is also the aim of Let's BeFriends with the help of its partners to identify and assist Befrienders and Beneficiaries who are suffering from signs of stress, for whatever reason, and finding it difficult to</p>



	<p>detrimental befriending environment which might, if unchecked, cause stress.</p> <p>There are a variety of symptoms that may indicate a tendency to stress such as: prone to accidents, constantly feeling drowsy, an inability to concentrate, feeling or becoming violent or aggressive, experiencing mood swings, erratic behaviour or depression.</p>	<p>cope by offering reasonably practical solutions and support mechanisms.</p> <p>Befrienders and Beneficiaries may seek help from a GP, counsellor or other professional. They are also invited to share concerns with the Project Co-ordinator and these will be dealt with compassionately, maintaining confidentiality as appropriate.</p>
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This policy will be subject to regular updates and review - last review January 2022



Lone Working

Let's BeFriends recognises and accepts the responsibility to ensure that all reasonable precautions are taken to provide and maintain working conditions, which are safe, healthy and comply with statutory requirements.

The work we do is befriending in the form of companionship and social support. Befriending often happens in public places such as a local park, cafe or at premises operated by a partner agency such as a GP surgery or Citizens Advice. Sometimes we may be gifted a room inside one of our partners' venues.

We do not work from an office base but remotely in the community of Lancaster and Morecambe. Lone working is not inherently unsafe and proper precautions can reduce the risks associated with working alone.

What is lone working?

The Health & Safety Executive (HSE) defines lone workers as those 'who work by themselves without close or direct supervision'. This includes employees and volunteer Befrienders who work:

- Separately from others in a building
- Outside 'normal' hours
- Away from their fixed based without colleagues
- At home

What are the risks of lone working?

Each and every one of us is responsible for creating and maintaining our own safe and healthy lone working conditions. Individuals who work alone face the same risks as others doing similar tasks. They additionally may encounter the following:

- Accidents or sudden illness when there is no one there to summon help
- Violence or the threat of violence
- Fire



- Attempting tasks which cannot be done by one person alone
- Lack of safe way in or out of a venue (e.g. danger of being locked in or out)

The perception and actual risk may be different for different individuals. The inexperienced, for example, may underestimate the risk and some individuals may feel more at risk at certain times (e.g., after dark) and in particular places (e.g., buildings that are unfamiliar).

Guidelines to reduce the risk of lone working

Table 5: Lone Working Guidelines

	Risks of lone working are reduced when meeting in public places such as local parks, town centres or inside in a partner venues
Choice	Befrienders and Beneficiaries are advised to only meet in places and at a time where and when they both feel safe
Supervision	Keep in regular contact with the Project Coordinator and raise any concerns you have about working alone with your Beneficiary
Reporting	<p>Risk assessments are completed jointly by the referrer and the Project Co-ordinator at the point of referral and shared with the Befriender on a need-to-know basis.</p> <p>At the start of the befriending relationship, the Befriender and Beneficiary sign an agreement to say they agree to comply with the non-negotiable boundaries.</p> <p>Befrienders are asked to part company at the earliest opportunity and should report all breaches of the non-negotiable boundaries to the Project Coordinator as soon as possible. If for any reason the Project Co-ordinator is unavailable, breaches should be reported to a member of the Management Committee</p>
Communication	<p>Befrienders are advised to carry a fully charged mobile phone with them in case of an emergency and to use sensible measures to ensure their safety when working alone and travelling to and from appointments with the Beneficiary.</p> <p>It is good practice to know about the quality of network coverage in</p>

the area where you will be visiting.

If Befrienders intend to meet a Beneficiary away from a public place (e.g., at the Beneficiary's home), we ask that you attend the first home visit accompanied by a member of staff or the Beneficiary's referrer and attend any subsequent home visits during hours of operation when there is an LBF staff member to 'buddy' you as follows:

1. Contact the Project Co-ordinator to ensure that a staff member can "buddy" you for the duration of your visit (i.e. is available throughout to take a call from you in the event of an emergency) and will be able to call you at the end of the visit if you fail to contact them
2. Inform your "buddy" of the anticipated start and end time for any home visit and the buddy will record in the LBF online diary the client's name and the address where you will visit them
3. Before your visit, contact the client to request that any pets / dangerous animals are placed in a different room to where the appointment takes place and to request that no unknown persons are present at the property for the duration of the visit
4. When entering the property, take note of available exit points and position yourself closest to the door
5. If during your appointment it becomes apparent that your visit will run over, make contact with your buddy to let them know your new anticipated end time (your buddy may not be available later and may need to arrange for another staff member to contact you - if this is the case they should amend the time in the LBF online diary and share this information with your new buddy who may need to access information quickly in the event of an emergency)
7. Once your visit has ended you should immediately contact your buddy to let them know that you are safely out of the visit
8. If you fail to contact your buddy at the time the visit is due to end, your buddy will try to call you - you should answer this call. If there is no answer, the buddy will try again. If no contact is established with you within 5 minutes, the buddy will either call 999 to request a welfare check, providing your name, the client's name and the address of your meeting, or will report the incident to another staff member who may choose to call a final time before contacting the police
9. If at any point you feel vulnerable during your visit you should end the contact immediately and leave
10. If you feel vulnerable and unable to end the contact but feel a



	<p>call to the police would put you in further, immediate danger, try and make an excuse to contact your buddy and use the phrase “it’s in the blue file”</p> <p>11. The use of the phrase “it’s in the blue file” will trigger your buddy to contact the police on your behalf, and will instruct the police to attend the address which you have provided</p> <p>This guidance is especially important at the start of any new befriending relationship / whilst you ascertain whether or not you feel safe conducting any home visits with a Beneficiary</p>
<p>Accidents & emergencies</p>	<p>Befrienders are not qualified First Aiders and as such are advised to contact the First Aider when meeting in one of our partners venues. Where this is not possible or appropriate, contact NHS 111 in non-emergency and 999 in an emergency. If in any doubt, ring 999</p>
<p>Dealing with risk</p>	<p>Befrienders are advised to leave a situation immediately the moment they feel at risk. If this is not possible, they can use their mobile phone to raise the alarm by phoning the emergency services, the Project Co-ordinator or a member of the Management Committee.</p>
<p>Training</p>	<p>Let’s BeFriends Health and Safety Policy including the Lone Working Policy is provided to all Befrienders, verbally as a key part of their induction and in writing as part of the Handbook. Members of the Management Committee and staff agree and review the policy annually as a key part of their role. All comply with its requirements.</p>

This policy will be subject to regular updates and review - last review January 2022

Safeguarding

Some adults aged eighteen and over due to age, disability, illness, background and lifestyle may not be able to protect themselves against significant harm or exploitation.

Abuse occurs when someone's human and civil rights are violated by someone else. This can be:

- a single or series of actions of abuse
- deliberately or unknowingly causing harm
- failure to protect people from abuse

Anyone can abuse and often it can be the person you least expect. Abusers could include:

- spouse/partner
- carers and care workers
- family member/relative
- friend
- neighbour
- volunteer helper
- someone not known to the person

Things to look out for:

- possible changes in the person's behaviour or mood/personality
- unexplained injury or a series of injuries
- signs of fear or distress
- signs of neglect
- theft, fraud or unexplained financial worries

Volunteer Befrienders who have any safeguarding concerns should inform the Project Co-ordinator (if the Project Co-ordinator is unavailable, then their direct line manager) at the earliest opportunity.

Let's BeFriends has adopted the Lancashire Safeguarding Adults Board policies and procedures outlined below:

Guidance for Safeguarding Concerns

Lancashire Safeguarding Adults Board

Guidance operational from: April 2017

Reviewed: July 2018, Edited January 2020

Next review due: 31 March 2021



<http://www.lancshiresafeguarding.org.uk/lancashire-safeguarding-adults>

Guidance for Safeguarding Concerns

Safeguarding adults is everyone's responsibility.

Adults have the right to live life free from harm and abuse and with dignity and respect. It is important that all agencies who work with adults who may be at risk from abuse are involved in the prevention of abuse.

Adults at Risk

Section 42 of the Care Act 2014 defines an adult at risk as an adult who:

- Has needs for care and support (whether or not the local authority is meeting any of those needs) **and**
- Is experiencing, or at risk of, abuse or neglect; **and**
- As a result of those needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

The local authority retains the responsibility for overseeing a safeguarding enquiry and ensuring that any investigation satisfies its duty under section 42 to decide what action (if any) is necessary to help and protect the adult, and to ensure that such action is taken when necessary.

The Care Act 2014 has introduced the requirement to record additional categories of abuse such as Female Genital Mutilation, Modern Slavery, Self-neglect, So called Honour Based Violence and Domestic Abuse. It should be noted that these categories may be seen within other categories of abuse.

The Care Act 2014 sets out a clear legal framework for how local authorities and other parts of the system should protect adults at risk of abuse or neglect. Local authorities have new safeguarding duties. They must:

- **Lead a multi-agency local adult safeguarding system** that seeks to prevent abuse and neglect and stop it quickly when it happens.
- **Make enquiries, or request others to make them**, when they think an adult with care and support needs may be at risk of abuse or neglect and they need to find out what action may be needed;
- **Establish Safeguarding Adults Boards**, including the Local Authority, NHS and Police, which will develop, share and implement a joint safeguarding strategy.
- Ensure and support the Lancashire Adult Safeguarding Board in carrying out **Safeguarding Adults Reviews** when someone with care and support needs dies or suffers serious injury as a result of neglect or abuse and there is a concern that the local authority or its partners could have done more to protect them.
- **Arrange for an independent advocate** to represent and support a person who is the subject of a safeguarding enquiry or review, if required.



Principles

This guidance is underpinned by the principles of safeguarding and the Mental Capacity Act 2005. Making Safeguarding Personal must also be applied in all decision making and must be used by all agencies working in adult provision:

- **Empowerment** – People being supported and encouraged to make their own decisions and informed consent.
- **Prevention** – It is better to act before harm occurs.
- **Proportionality** – Proportionate and least intrusive response appropriate to the risk presented.
- **Protection** – Support and representation for those in greatest need.
- **Partnership** – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting, and reporting neglect and abuse.
- **Accountability** – Accountability and transparency in delivering safeguarding.

Guidance

Identifying when safeguarding concerns should be raised with the Customer Access Service is not always clear therefore this guidance is directed towards practitioners/providers and aims to ensure adult protection issues and concerns are reported and responded to at the appropriate level and to have a consistency of approach across agencies. It will also aid decision making to ensure the most appropriate/proportionate responses for the individuals (incorporating the views of individuals and/or their representatives) in those decisions.

It is important that the guidance document and appendices are read in full to best support decision making.

Decision making can be complex, often an incident may consist of several types of abuse which must be factored into decision making. For example, a medication error could be an indication of institutional, physical, psychological abuse or neglect. However, a medication error may be just an error, and may be a quality of care issue.

This Guidance for Safeguarding Concerns document should be seen as a support tool to assist in managing risk for safeguarding concerns, it should be used in conjunction with providers and practitioners own multi-agency procedures and has been produced to:

- Offer consistency.
- Provide a framework that allows multi-agency partners to manage risk.
- Assist in differentiating between quality issues and safeguarding risk.

The intention of the guidance is to help providers and practitioners identify the levels of support and the response required when a type of abuse is suspected or recognised.

Responses must be directed at preventing vulnerability and risk and promoting the wellbeing of adults at risk of abuse.

This guidance has been agreed by the Lancashire Safeguarding Adults Board (LSAB) and will be used by all agencies, in the public, private and voluntary sectors that provide adult services.

Key Considerations

- How long has the alleged abuse been occurring for?
- Is there a pattern of abuse?
- Have there been previous concerns relating to the adult at risk, e.g., Anti-social behaviour, hate crime incidents and also concerns in relation to the person alleged to be causing harm?



- Are any other adults at risk?
- Is the situation monitored?
- Are the incidents increasing in frequency and/ or severity?
- Are there children present? If so, consider making a referral to Children's Social Care by contacting Lancashire's Customer Access Service.

Making Safeguarding Personal (MSP)

Whether an incident is low risk, and no harm occurs, or high risk, it is important to consider the views of the adult or the adult's advocate and record them. When considering the consequence/impact, always identify the individual's account of the depth and conviction of their feelings. What effect did it have on the individual? MSP means the actions of all staff working with the adult at risk should be person led and outcome focused.

Responding to concerns

All incidents must be recorded and reported using the appropriate procedures but not all incidents will be safeguarding issues⁶.

IT IS IMPORTANT TO CONSIDER IN THE FIRST INSTANCE WHETHER SOMEONE IS IN IMMEDIATE DANGER – OR HAS BEEN THE SUBJECT OF A CRIME:

- MEDICAL TREATMENT SHOULD ALWAYS BE SOUGHT WHERE NECESSARY VIA NHS 111 OR 999 IN AN EMERGENCY
- CRIMINAL ACTS MUST BE REPORTED TO THE POLICE DIAL 101 OR 999 IN AN EMERGENCY
- YOU SHOULD ALWAYS SEEK ADVICE FROM YOUR LINE MANAGER OR SAFEGUARDING LEAD IF YOU HAVE A SAFEGUARDING CONCERN AND IF IN DOUBT WHETHER TO RAISE A SAFEGUARDING CONCERN CONTACT THE CUSTOMER ACCESS SERVICE DIRECT SAFEGUARDING LINE 0300 123 6721.

Decision Making Guidance

- In respect of 'Green' – record the incident and take action to resolve.
- In respect of 'Yellow' – record the incident, consult own agency safeguarding lead/policies and procedures and take actions to reduce the risk and reoccurrence. If necessary, gather more information to determine whether a safeguarding concern should be raised.
- In respect of 'Red' – in addition to the above, raise a safeguarding concern with the Customer Access Service (Regulated care providers should also notify the Care Quality Commission).

Examples have been provided of possible actions that should be considered at every stage. These are offered as examples only and should not be considered exhaustive. It is important that following any incident a review should be undertaken and an action plan put in place to ensure lessons are learnt and the risk of the incident being repeated is reduced. The Care Quality Commission (CQC), Contracts or Commissioners may ask to see evidence of this work. It is also important to review all incidents in the context of those previously recorded as a series of similar incidents may meet the criteria for raising a safeguarding concern. Where a safeguarding concern is not required, but a notification to the Care Quality Commission is needed, it may be helpful to include a copy of Appendix 1 in the notification detailing and evidencing the actions taken to mitigate risks and prevent a reoccurrence.

A checklist and referral form ([Appendix 1](#)) is available to aid your recording and decision making. It is best practice to use this for every safeguarding concern, including those concerns within the green sections. The checklist and referral form are a method of evidencing the action taken and decision making rationale. You may wish to use your own agency checklist document to evidence the decision made and the actions taken.

Guidance by type of abuse



PHYSICAL ABUSE This can include, but is not exhaustive to: Assault; Hitting; Slapping; Pushing; Restraint; Inappropriate physical restrictions or handling processes; Female Genital Mutilation (FGM) Also consider Domestic Abuse. See separate section for: Falls / Medication / Pressure ulcers		
LOW RISK No harm Isolated incident NOT SAFEGUARDING	MEDIUM RISK Some harm or risk of harm POSSIBLE SAFEGUARDING <i>Gather more information to inform decision making and next steps.</i>	MEDIUM TO HIGH RISK Some or significant harm or risk of harm SAFEGUARDING
<p>Risk Indicators:</p> <ul style="list-style-type: none"> No or minor harm has occurred. Isolated incident – no or minor harm and minimal impact to the person. Resolved with a proportionate approach taken to reduce a recurrence. Internal policies and procedures are MCA and Care Act compliant. Robust recording is in place. Relevant and appropriate risk assessments/action plan in place. Incident not caused by a Person in a Position of Trust. <p>For example: Dispute between service users.</p> <p>Poor handling/ moving technique by an inexperienced informal/family carer.</p>	<p>Risk Indicators:</p> <ul style="list-style-type: none"> Minor marking found, no clear explanation. Repeated incidents/patterns of similar safeguarding concerns. Carer breakdown. Risk can/cannot be managed appropriately with current professional oversight. Incident not caused by Person in a Position of Trust. <p>For example: Rough or inappropriate handling where no intention to cause harm. May include minor injury caused by family carer.</p> <p>Repeated signs of carer stress with reluctance to accept support.</p>	<p>Risk Indicators:</p> <ul style="list-style-type: none"> Unexplained or significant marks, lesions, cuts, or grip marks. Where there is concern the standard of care is a contributing factor in resulting harm. Physical assaults or actions that result in significant harm or death. Incident caused by a Person in a Position of Trust. Criminal act is suspected. <p>For example: Physical restraint undertaken outside of a specific care plan or not proportionate to the risk.</p> <p>Withholding of food, drinks, or aids to independence (where this is not part of a care plan/medical advice).</p>
REFER TO ACTIONS BELOW		RAISE SAFEGUARDING CONCERN WITH CUSTOMER ACCESS SERVICE
Actions to consider at every stage:		
<ul style="list-style-type: none"> Criminal acts must be reported to the police dial 101 or 999 in an emergency. Referral to Lancashire Wellbeing Service GP appointment re unexplained bruising Request a carer assessment. Referral to Occupational Therapy and/or Physiotherapy Staff training re de-escalation/positive behaviour support/moving & handling. Use of behaviour charts. Referral to Adult Social Care Refer to Domestic Abuse Services for early intervention and support. Refer to specific guidance on "Service User to Service User incidents" – Appendix 4 		



SEXUAL ABUSE This can include, but is not exhaustive to: inappropriate touching; indecent exposure; sexual grooming or exploitation; sexual harassment; sexual teasing or innuendo; being subjected to pornography or witness to sexual acts; non-consensual sexual activity; <u>rape</u> . Also consider domestic abuse		
Low risk No harm Isolated Incident NOT SAFEGUARDING	Medium risk Some harm or risk of harm POSSIBLE SAFEGUARDING Gather more information to inform decision making and next steps.	Medium to High risk Some or significant harm or risk of harm SAFEGUARDING
Risk Indicators: <ul style="list-style-type: none"> • No or minor harm has occurred. • Isolated incident – no or minor harm and minimal impact to the person. • Resolved with a proportionate approach taken to reduce a reoccurrence. • Internal policies and procedures are MCA and Care Act compliant. • Robust recording is in place. • Relevant and appropriate risk assessments/action plan in place. • No safeguarding concern about a Person in a Position of Trust. <p>For example: Isolated incident when an inappropriate sexualised remark is made to an adult with capacity, there is no disclosure or indication of distress.</p>	Risk Indicators: Where there is harm or risk of harm move directly to 'Red.'	Risk Indicators: <ul style="list-style-type: none"> • Concern of grooming or sexual exploitation. • Any sexual behaviour directed towards another person who lacks the mental capacity to consent or where there is a wider concern for others. • Unexplained bruising in intimate/private areas. • Any concerns about a Person in a Position of Trust. • Criminal act his suspected <p>For example: Verbal and gestured sexualised teasing that is not an isolated incident.</p> <p>Made to look at or take part in pornographic material/activity where consent is not or cannot be given.</p>
REFER TO ACTIONS BELOW	RAISE SAFEGUARDING CONCERN WITH CUSTOMER ACCESS SERVICE	
Actions to consider at every stage <ul style="list-style-type: none"> • Criminal acts must be reported to the police dial 101 or 999 in an emergency. • Education around safe sexual relationships and conduct. • Information for service users around expected standards of conduct. • Increased monitoring for specified period. • Contact with specialist services e.g., police and health. • Signpost adult at risk to care and support service. • Awareness training in this complex area • Refer to Domestic Abuse Services for early intervention and support. • Refer to specific guidance on "Service User to Service User incidents" – Appendix 4 		



PSYCHOLOGICAL/EMOTIONAL ABUSE

This can include, but is not exhaustive to: Threats of harm or abandonment; deprivation of contact; humiliation; harassment; control; intimidation; coercion; verbal abuse; isolation; radicalisation; Forced Marriage

Also consider domestic abuse

<p>Low risk No harm Isolated Incident NOT SAFEGUARDING</p>	<p>Medium risk Some harm or risk of harm POSSIBLE SAFEGUARDING <i>Gather more information to inform decision making and next steps.</i></p>	<p>Medium to High risk Some or significant harm or risk of harm SAFEGUARDING</p>
<p>Risk Indicators:</p> <ul style="list-style-type: none"> No or minor harm has occurred. Isolated incident – no or minor harm and minimal impact to the person. Resolved with a proportionate approach taken to reduce a reoccurrence. Internal policies and procedures are MCA and Care Act compliant. Robust recording is in place. Relevant and appropriate risk assessments/action plan in place. Incident not caused by a Person in a Position of Trust. Risks can be managed by current professional oversight or universal services. <p>For example: Isolated incident where adult is spoken to in a rude or other inappropriate way – respect is undermined, there is no disclosure or indication of distress.</p> <p>Informal carer restricts nighttime drinks in order to manage continence</p>	<p>Risk Indicators:</p> <ul style="list-style-type: none"> Repeated incidents/patterns of similar safeguarding concerns. Carer breakdown. Risk can/cannot be managed appropriately with current professional oversight or universal services. Incident not caused by Person in a Position of Trust. <p>For example: The withholding of information leading to disempowerment but minor impact.</p> <p>Adult being left alone at home, unable to leave where there is no distress or intent to cause harm</p>	<p>Risk Indicators:</p> <ul style="list-style-type: none"> Prolonged intimidation. Denial of Human Rights. Vicious, personalised verbal attacks. Intentional restriction of personal choice or opinion. Incident caused by Person in a Position of Trust. Criminal act is suspected. <p>For example: Family member denying a person's right to express their views and wishes which impacts on their wellbeing.</p> <p>Treatment from any person which undermines dignity and damages self-esteem.</p>
<p>REFER TO ACTIONS BELOW</p>	<p>RAISE SAFEGUARDING CONCERN WITH CUSTOMER ACCESS SERVICE</p>	

Actions to be considered at each stage:

- Criminal acts must be reported to the police dial 101 or 999 in an emergency
- Input from Mediation services
- Information for service users detailing expected standards of conduct
- Use of behaviour chart
- Staff training re de-escalation
- Referral to Adult Social Care for assessment/carer assessment
- Contact with other services e.g. mental health services
- Signpost adult at risk to care and support service
- Awareness training in this complex area
- Referral to Lancashire Wellbeing service
- Neighbourhood policing team
- Housing Association
- Refer to Domestic Abuse Services for early intervention and support
- Refer to specific guidance on "Service User to Service User incidents" – Appendix 4



FINANCIAL OR MATERIAL ABUSE This can include but is not exhaustive to: Theft; fraud; scams (e.g. telephone, post, and internet); coercion; misuse of finances on someone's behalf; falsifying financial records. Also consider domestic abuse		
Low risk No harm Isolated incident NOT SAFEGUARDING	Medium risk Some harm or risk of harm POSSIBLE SAFEGUARDING <i>Gather more information to inform decision making and next steps.</i>	Medium to High risk Some or significant harm or risk of harm SAFEGUARDING
<p>Risk Indicators:</p> <ul style="list-style-type: none"> No or minor harm has occurred. Isolated incident – no or minor harm and minimal impact to the person. Resolved with a proportionate approach taken to reduce a recurrence. Internal policies and procedures are MCA and Care Act compliant. Robust recording is in place. Relevant and appropriate risk assessments/action plan in place. Not caused by a Person in a Position of Trust. Risks can be managed by current professional oversight or Universal Services. <p>For example: Incident of staff personally benefiting from the support they offer in a way that does not involve the actual abuse of money.</p> <p>Unwanted cold calling/doorstep visits.</p>	<p>Risk Indicators:</p> <ul style="list-style-type: none"> Repeated incidents/patterns of similar safeguarding concerns. Risk can/cannot be managed appropriately with current professional oversight or universal services. Incident not caused by Person in a Position of Trust. Incident impacts on person's wellbeing or causes distress. Risk of escalation. <p>For example: Adult not routinely involved in decisions about how their money is spent or kept safe.</p> <p>Failure by relatives to pay care fees/charges where no harm occurs, and adult receives personal allowance or has access to other personal monies.</p>	<p>Risk Indicators:</p> <ul style="list-style-type: none"> Significant impact on person's wellbeing. Restricted access to personal finances, property and/or possessions. Incident caused by Person in a Position of Trust. Criminal act is suspected <p>For example: Personal finances removed from adult's control without legal authority.</p> <p>Fraud/exploitation relating to benefits, income, property, or legal documents.</p>
REFER TO ACTIONS BELOW		RAISE SAFEGUARDING CONCERN WITH CUSTOMER ACCESS SERVICE
<p>Actions to be considered at each stage:</p> <ul style="list-style-type: none"> Criminal acts must be reported to the police dial 101 or 999 in an emergency Review own financial policies and procedures Ensure policies and procedures are in line with the Mental Capacity Act 2005 Code of Practice document Re-visit code of conduct policy with staff Training re professional boundaries Report to Lancashire County Council trading standards - www.lancashire.gov.uk/tradingstandards Referral to Adult Social Care for MCA Assessment/Safeguarding Adult Finance Team Neighbourhood Policing Team Contact Office of the Public Guardian – LPA Department for Work and Pensions – Appointee for benefits Refer to Domestic Abuse Services for early intervention and support 		



NEGLECT & ACTS OF OMISSION This can include, but is not exhaustive to: Ignoring or failing to respond to medical, emotional or physical needs; failure to provide appropriate care; failure to follow care plan or health advice; failure to comply with a Do Not Attempt Resuscitation (DNAR); failure to provide access to essential services; failure to follow health and safety legislation Also consider domestic abuse		
Low risk No harm Isolated incident NOT SAFEGUARDING	Medium risk Some harm or risk of harm POSSIBLE SAFEGUARDING <i>Gather more information to inform decision making and next steps.</i>	Medium to High risk Some or significant harm or risk of harm SAFEGUARDING
<p>Risk Indicators:</p> <ul style="list-style-type: none"> No or minor harm has occurred. Isolated incident – no or minor harm and minimal impact to the person. Resolved with a proportionate approach taken to reduce a recurrence. Internal policies and procedures are MCA and Care Act compliant. Robust recording is in place. Relevant and appropriate risk assessments/action plan in place. <p>For example: Appropriate care plan in place; care needs not fully met but no harm or distress occurs.</p> <p>Issues or complaints around an adult's admission and/or discharge from Hospital where no harm has occurred.</p>	<p>Risk Indicators:</p> <ul style="list-style-type: none"> Repeated incidents/patterns of similar safeguarding concerns. Carer breakdown. Risk can/cannot be managed appropriately with current professional oversight or universal services. Risk of escalation. Health and wellbeing compromised. <p>For example: Repeated health appointments missed due to unmet needs. Occasionally not having access to aids to independence e.g. services or equipment.</p>	<p>Risk Indicators:</p> <ul style="list-style-type: none"> Gross Neglect. Continued failure to adhere with care plan. Lack of action resulting in serious injury or death. Care plans not reflective of individuals' current needs leading to risk of significant harm. Criminal act is suspected <p>For example: Ongoing lack of care to the extent that health and wellbeing deteriorate significantly resulting in, e.g. dehydration, malnutrition, loss of independence. Missed, late or failed visit/s where the provider has failed to take appropriate action in a timely manner and there is risk of/significant harm has occurred.</p>
REFER TO ACTIONS BELOW		RAISE SAFEGUARDING CONCERN WITH CUSTOMER ACCESS SERVICE
<p>Actions to be considered at each stage:</p> <ul style="list-style-type: none"> Criminal acts must be reported to the police dial 101 or 999 in an emergency Contact the ward to discuss concerns relating to an unsatisfactory hospital admission and/or discharge, Raise formal complaint with the hospital Review of internal staffing arrangements Consider any quality issues within your organisation Staff training re importance of fluid and nutrition Request resources in the LCFT hydration toolkit - hydration@lancashirecare.nhs.uk Staff training re dignity in care Access dignity in care resources from the Social Care Institute for Excellence - http://www.scie.org.uk/ Monitoring visits for a specified period Staff mentoring Referral to District Nursing Team, Occupational or Physiotherapy or Adult Social Care Refer to Domestic Abuse Services for early intervention and support 		

ORGANISATIONAL ABUSE This can include, but is not exhaustive to: Failure to follow health and safety legislation; neglect or overall poor practice; ill treatment; failure to adhere to care or health advice; failure to respond to whistleblowing issues; failure to adhere to legislation (e.g.); Mental Capacity Act.		
Low risk No harm Isolated incident NOT SAFEGUARDING	Medium risk Some harm or risk of harm POSSIBLE SAFEGUARDING <i>Gather more information to inform decision making and next steps.</i>	Medium to High risk Some or significant harm or risk of harm SAFEGUARDING
Risk Indicators: <ul style="list-style-type: none"> No or minor harm has occurred. Isolated incident – no or minor harm and minimal impact to the person. Resolved with a proportionate approach taken to reduce a recurrence. Internal policies and procedures are MCA and Care Act compliant. Relevant and appropriate risk assessments/action plan in place. Good leadership/management can be demonstrated. For example: Short term lack of stimulation or opportunities for people to engage in meaningful social and leisure activities and where no harm occurs.	Risk Indicators: <ul style="list-style-type: none"> Repeated incidents/patterns of similar safeguarding concerns. Risk can/cannot be managed appropriately with current professional oversight or universal services. Unsafe and unhygienic living environments. Risk of escalation. Health and wellbeing of multiple service users compromised. For example: Care planning documentation not person centred. Denying adult at risk access to professional support and services such as advocacy.	Risk Indicators: <ul style="list-style-type: none"> Widespread, consistent ill treatment. Intentionally or knowingly failing to adhere to Mental Capacity Act. Rigid or inflexible routines leading to service user's dignity being undermined. Punitive responses to challenging behaviours. Criminal act is suspected For example: Lack of privacy during support with intimate care needs. Failure to refer disclosure of abuse. Staff misusing their position of power over service users.
Staffing:		
One off incident of low staffing due to unpredictable circumstances, despite management efforts to address. No harm caused.	More than one incident of low staffing levels, no contingency plans in place. No harm caused.	Single or repeated incident of low staffing resulting in harm to one or more persons. Low staffing levels which result in serious injury or death to one or more persons.
REFER TO ACTIONS BELOW		RAISE SAFEGUARDING CONCERN WITH CUSTOMER ACCESS SERVICE
Actions to be considered at each stage: <ul style="list-style-type: none"> Criminal acts must be reported to the police dial 101 or 999 in an emergency Staff training re person centred practice Consider any quality issues within your organisation Consider if there are concerns with clinical competencies of registered nurse(s) Consultation sessions with service users and relatives Promoting Self Advocacy Service with service users Review and refresh the approach to activities Staff training re Mental Capacity Act Staffing Contingency planning/strategy Request review of individual service users Staff training re dignity in care Access dignity in care resources from the Social Care Institute for Excellence - http://www.scie.org.uk/ Review internal policies and procedures including complaints procedure Mentoring and additional support for staff Ensure policies and procedures are in line with the Mental Capacity Act 2005 Code of Practice document Reporting to relevant registration bodies e.g. DBS, NMC, HCPC & CQC 		



DISCRIMINATORY ABUSE This can include but is not exhaustive to: Harassment /slurs rooted in discrimination of protected characteristics; failure to respond to equality and diversity needs; so called honour based violence; hate crime, radicalisation; Female Genital Mutilation (FGM). Also consider domestic abuse		
Low risk No harm Isolated Incident NOT SAFEGUARDING	Medium risk Some harm or risk of harm POSSIBLE SAFEGUARDING <i>Gather more information to inform decision making and next steps.</i>	Medium to High risk Some or significant harm or risk of harm SAFEGUARDING
<p>Risk Indicators:</p> <ul style="list-style-type: none"> No or minor harm has occurred. Isolated incident – no or minor harm and minimal impact to the person. Resolved with a proportionate approach taken to reduce a recurrence. Internal policies and procedures are MCA and Care Act compliant. Robust recording is in place. Relevant and appropriate risk assessments/action plan in place. Incident not caused by a Person in a Position of Trust. Risks can be managed by current professional oversight or universal services. <p>For example: Isolated incident when an inappropriate prejudicial remark is made to an adult and no distress is caused.</p> <p>Care planning fails to address an adult's culture and diversity needs for a short period.</p>	<p>Risk Indicators:</p> <ul style="list-style-type: none"> Repeated incidents/patterns of similar safeguarding concerns. Risk can/cannot be managed appropriately with current professional oversight or universal services. Risk of escalation. Incident not caused by Person in a Position of Trust. <p>For example: Recurring taunts motivated by prejudicial attitudes with no significant harm.</p> <p>Service provision does not respect equality and diversity principles.</p>	<p>Risk Indicators:</p> <ul style="list-style-type: none"> Humiliation or threats. Harm motivated by prejudice. Recurring failure to meet specific needs associated with culture and diversity. Incident caused by Person in a Position of Trust. Criminal act is suspected <p>For example: Compelling a person to participate in activities inappropriate to their faith or beliefs.</p> <p>Movement or threat to move into a place of exploitation or take part in activities against their will.</p> <p>Repeated teasing by Person in a Position of Trust which causes distress.</p>
REFER TO ACTIONS BELOW		RAISE SAFEGUARDING CONCERN WITH CUSTOMER ACCESS SERVICE
<p>Actions to be considered at each stage:</p> <ul style="list-style-type: none"> Criminal acts must be reported to the police dial 101 or 999 in an emergency Education around use of language and conduct Information available for service users detailing standards of behaviour Review Equality & Diversity policies Staff training re Equality & Diversity Discussions with relevant Police Unit e.g., Community Cohesion, PREVENT, CHANNEL Equality Act 2010: guidance - GOV.UK Refer to Domestic Abuse Services for early intervention and support 		

MODERN SLAVERY This can include, but is not exhaustive to: Trafficking; forced marriage; denial of access to health or social care in the context of slavery; debt bondage – being forced to work to pay off debts that realistically they never will be able to		
Low risk No harm Isolated Incident NOT SAFEGUARDING	Medium risk Some harm or risk of harm POSSIBLE SAFEGUARDING <i>Gather more information to inform decision making and next steps.</i>	Medium to High risk Some or significant harm or risk of harm SAFEGUARDING
Risk Indicators: Where there is harm or risk of harm move directly to 'Red'	Risk Indicators: Where there is harm or risk of harm move directly to 'Red'	Risk Indicators <ul style="list-style-type: none"> • Found living in poor conditions alone/with others – believed under duress. • Identification documents held by another person, who is controlling the individual. • Fear of law enforcers. • Criminal act is suspected <p>For example: Working within an area of criminality (sex work, cannabis cultivation, fraud, theft etc.) with the combination of additional factors such as residing in overcrowded conditions and no control over own finances.</p> <p>Arrived in the area to work in an expected area of employment but forced into other position.</p>
REFER TO ACTIONS BELOW		RAISE SAFEGUARDING CONCERN WITH CUSTOMER ACCESS SERVICE
Other actions to consider: <ul style="list-style-type: none"> • Criminal acts must be reported to the police dial 101 or 999 in an emergency • Refer to Government guidance and reporting procedures – "Duty to Notify", https://www.gov.uk/government/publications/modern-slavery-duty-to-notify 		



DOMESTIC ABUSE		
This can include, but is not exhaustive to: Physical; sexual; financial; psychological/emotional; stalking; coercive/controlling behaviour; Female Genital Mutilation; <u>honour based</u> violence		
Low risk No harm Isolated Incident NOT SAFEGUARDING	Medium risk Some harm or risk of harm POSSIBLE SAFEGUARDING <i>Gather more information to inform decision making and next steps.</i>	Medium to High risk Some or significant harm or risk of harm SAFEGUARDING
<p>Risk Indicators:</p> <ul style="list-style-type: none"> No harm has occurred. Adult has capacity and no vulnerabilities identified. Robust assessment has been undertaken and links to domestic abuse support services made. <p>For example: Accessing support of Domestic Abuse services. Contact with perpetrator has ceased.</p>	<p>Risk Indicators:</p> <p>Where there is harm or risk of harm move directly to 'Red.'</p>	<p>Risk Indicators:</p> <ul style="list-style-type: none"> Harm has occurred or there remains risk of harm. Continues to reside with or have contact with the perpetrator. Escalation of concern for safety. Criminal act is suspected <p>For example: Physical evidence of abuse such as bruising, cuts, broken bones. Recurring Patterns of verbal and physical abuse. Fear of outside intervention, has become isolated – not seeing friends and family. Disengagement from domestic abuse and/or other support services.</p>
REFER TO ACTIONS BELOW		RAISE SAFEGUARDING CONCERN WITH CUSTOMER ACCESS SERVICE
<p>Actions to be considered at each stage:</p> <ul style="list-style-type: none"> Criminal acts must be reported to the police dial 101 or 999 in an emergency When children present, always make a referral to children's social care via the Customer Access Service 03001236720 Refer to Domestic Abuse Services for early intervention and support Consider relevance of Clare's Law Consider providing staff training to increase awareness of the nature, patterns, and the complexity of domestic abuse 		

SELF-NEGLECT		
This can include, but is not exhaustive to: Hoarding; self-neglect of personal hygiene/ nutrition/ hydration causing harm or risk to health; self-neglect causing risk to others		
Low risk No harm Isolated Incident NOT SAFEGUARDING	Medium risk Some harm or risk of harm POSSIBLE SAFEGUARDING <i>Gather more information to inform decision making and next steps.</i>	Medium to High risk Some or significant harm or risk of harm SAFEGUARDING
<p>Multi-agency partners all have statutory duties and responsibilities in respect of self-neglect. Individual agency policy, guidance and procedures should be followed.</p> <p>Separate policy, procedure and guidance is in development and will be available on the LSAB website.</p> <p>Where there are significant concerns and risk of harm regarding self-neglect a referral should be made to the Customer Access Service on 0300 123 6720 for involvement of Adult Social Care services in multi-disciplinary responses.</p>		

PRESSURE ULCERS; FALLS AND MEDICATION

<p>Low risk No harm Isolated incident NOT SAFEGUARDING</p>	<p>Medium risk Some harm or risk of harm POSSIBLE SAFEGUARDING <i>Gather more information to inform decision making and next steps.</i></p>	<p>Medium to high risk Some or significant harm or risk of harm SAFEGUARDING</p>
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PRESSURE ULCERS

One person one pressure ulcer Grade 1 or 2 and all nursing and health advice and care is being followed.

One person with an escalation of pressure damage which may be due to mismanagement and may lead to serious harm and impact on an individual.

Multiple individuals with grade 1 or 2 pressure damage which may be due to failure to seek health advice or failure to follow this advice.

One person, mismanagement by professionals/paid carers of any graded pressure ulcer resulting in significant harm and impact.

One person, serious injury or death as a result of consequences of avoidable pressure ulcer development e.g. septicaemia.

REFER TO ACTIONS BELOW

RAISE SAFEGUARDING CONCERN WITH CUSTOMER ACCESS SERVICE

Actions to be considered at each stage:

- React to Red training
- Advice & guidance from district nurses/Tissue Viability Service
- Review pressure care and prevention procedures
- Compliance with Mental Care Act legislation where pressure care prevention, care and treatment is refused.
- Refer to Best Practice Guidance for Safeguarding Individuals with Pressure Ulceration - <http://www.lancshiresafeguarding.org.uk/lancashire-safeguarding-adults/information-for-providers/good-practice.aspx>

FALLS

Fall – irrespective of whether witnessed or un-witnessed - where no injury or minor injury has occurred, risk assessments and action plans in place and being followed.

Repeated falls despite preventative advice: - harm, distress and injury occurs.

Fall as a result of advice and risk assessments not in place or not being followed and harm occurs.

REFER TO ACTIONS BELOW

RAISE SAFEGUARDING CONCERN WITH CUSTOMER ACCESS SERVICE

Actions to be considered at each stage:

- Refer to LSAB falls guidance – Appendix 2
- Review and update risk assessment
- Complete environmental risk assessment
- Referral to falls team
- Arrange medication review
- Discussion with nurse practitioner
- Review frequency of monitoring checks
- Review falls policy and procedure
- Review staff training re moving and handling
- Consider any quality issues within your organisation
- Refer to Nice guidance - <https://www.nice.org.uk/>

MEDICATION		
<p>An individual does not receive prescribed medication (missed/wrong dose) – No harm occurs.</p>	<p>Recurring missed medication or administration errors in relation to one individual that caused no harm.</p> <p>Where an individual is being supported to self-medicate and medication errors arise, ensure all appropriate procedures in place for that individual have been followed.</p>	<p>Recurrent missed medication or administration errors that affect one or more individuals and/or result in harm.</p> <p>Deliberate maladministration of medicines (e.g. sedation).</p> <p>Covert administration without proper medical supervision or outside the Mental Capacity Act.</p> <p>Pattern of recurring administration errors or an incident of deliberate maladministration that results in ill-health or death.</p>
REFER TO ACTIONS BELOW	RAISE SAFEGUARDING CONCERN WITH CUSTOMER ACCESS SERVICE	
<p>Actions to be considered at each stage:</p> <ul style="list-style-type: none"> ▪ Refer to LSAB medication guidance – Appendix 3 ▪ Seek medical advice ▪ Contact the GP and/or pharmacy ▪ Consider working with Pharmacy to carry out medication review ▪ Review medication arrangements and procedures ▪ Re-visit medication arrangements with staff 		

Appendix 1: Lancashire Safeguarding Adults Board Safeguarding Concerns Checklist

Where abuse or neglect is suspected this checklist & referral form can aid professional judgement to ensure that your service is taking appropriate action. The completed form can also be used to refer your safeguarding concern to the Customer Access Service and, if appropriate, to notify the Care Quality Commission (CQC). The CQC, Contracts or Commissioners may ask to see evidence of the actions that have been taken following a potential safeguarding concern. This form will help to ensure the correct level of information is available to assist with your decision making and provides a standardised approach to raising a safeguarding concern within Lancashire.

When raising a safeguarding concern completed forms should be sent to
ACSCustomer.Services@lancashire.gov.uk

+ Section 1 – Details of the Adult at Risk	
The name of the individual	<input type="text"/>
Their Date of Birth	<input type="text"/>
Their Address & Post Code (Name of unit, if living in a care home)	<input type="text"/>
The GP Name and address	<input type="text"/>
Their medical diagnosis e.g. dementia or disability	<input type="text"/>
Does the individual have capacity regarding the safeguarding concern?	Yes: <input type="checkbox"/> No: <input type="checkbox"/>
	Record details: <input type="text"/>
Has the safeguarding concern been discussed with the individual?	Yes: <input type="checkbox"/> No: <input type="checkbox"/>
	Record details: <input type="text"/>
Has the individual been asked what outcome they would like in relation to the safeguarding concern?	Yes: <input type="checkbox"/> No: <input type="checkbox"/>
	Record details: <input type="text"/>
If the individual lacks capacity regarding the safeguarding concern, has their representative/advocate, been informed?	Yes: <input type="checkbox"/> No: <input type="checkbox"/>

If a risk assessment was in place, was this followed?	Yes: <input type="checkbox"/> No: <input type="checkbox"/>
	Record details: <input type="text"/>
Describe the steps that have been put in place to prevent this from occurring again. <u>Within this section, please include any immediate actions taken, further learning changes to systems as well as any training or disciplinary action as appropriate.</u>	State the immediate actions you have taken: <input type="text"/> Additional information: <input type="text"/>
If a medication error has involved a controlled drug, this must be reported to www.cdreporting.co.uk	<input type="text"/>

Section 5 - Actions taken to protect the adult at risk from harm (if appropriate)

Has the relevant professional advice been sought if appropriate i.e. medical/Police?	Yes: <input type="checkbox"/> No: <input type="checkbox"/>
If yes, what advice was given?	<input type="text"/>
Has this incident resulted in the need for treatment or additional support?	<input type="text"/>
Are there new risk assessment/strategies in place?	<input type="text"/>
Has any other additional support been put in place - supervision/observations etc?	<input type="text"/>
Details of referrals made to other agencies e.g. falls team, tissue viability or mental health services etc.	<input type="text"/>

Section 6 – Safeguarding Checklist Summary of actions taken and professional reasoning

Raise a safeguarding concern	Yes: <input type="checkbox"/> No: <input type="checkbox"/> <u>Record details:</u> [Redacted]
Inform Police	Yes: <input type="checkbox"/> No: <input type="checkbox"/> Record details (Include log number): [Redacted]
Referral to Disclosure and Barring Service	Yes: <input type="checkbox"/> No: <input type="checkbox"/> Record details: [Redacted]
Notify Care Quality Commission	Yes: <input type="checkbox"/> No: <input type="checkbox"/> Record details: [Redacted]
Seek further advice/guidance	Yes: <input type="checkbox"/> No: <input type="checkbox"/> Record details: [Redacted]
Actions put in place & learning shared	Yes: <input type="checkbox"/> No: <input type="checkbox"/> Record details: [Redacted]



Safeguarding Concerns Checklist Completed By:	[Redacted]
Position in the Organisation:	[Redacted]
Date of Completion:	[Redacted]

If raising a safeguarding concern return completed forms to:
ACSCustomer.Services@lancashire.gov.uk

January 2022 -awaiting review which was due to be conducted by Lancashire Safeguarding Adults Board in March 2021



Referrals

This policy sets out the Let's BeFriends referral process. Its purpose is to give clear and accurate information about the project and its eligibility criteria so everyone knows what we do / don't offer before the decision to refer is made.

What is Let's BeFriends?

A project that creates and nurtures relationships between people in charitable need who are exposed to the pressures and constraints of homelessness and recovery (the Beneficiary) and a volunteer Befriender.

The majority of our volunteers have lived experience so they have natural empathy with those who access our service. We offer companionship and support to prevent the frequency and duration individuals are in and out of homelessness and recovery often referred to as the 'revolving door'. We help Beneficiaries to rebuild their confidence and make social connections. The free befriending we offer is person-centred: Beneficiaries identify their own priorities and we work alongside them to achieve these. Befriending meetings take place a minimum of once a week and can encompass anything which may promote social inclusion or enhance health and well-being. A non-exhaustive list of examples include:

- sharing a walk, coffee and chat
- help to engage with local community groups
- support to attend medical appointments
- advocacy with local services to help with housing and benefits
- support with independent living skills (e.g. managing a budget, cooking)
- getting help to enter into detox and progressing on to rehab
- making referrals to Citizens Advice, food banks and food clubs etc.
- setting personal goals and working towards them



Who is eligible for our service?

The current criteria for assistance from Let's BeFriends is:

- Homeless / recently rehoused (within 2 years after a period of homelessness) / under threat of homelessness and socially excluded as result of one or more of the following factors: unemployment; financial hardship; youth or old age; ill health (physical or mental); substance abuse or dependency including alcohol and drugs; discrimination on the grounds of sex, race, disability, ethnic origin, religion, belief, creed, sexual orientation or gender re-assignment, poor educational or skills attainment; relationship and family breakdown; poor housing (that is housing which does not meet basic habitable standards); crime (either as a victim of crime or as an offender rehabilitating into society)
- Aged 18 years and over
- Staying in Lancaster and Morecambe area
- Need 3 hours a week of companionship and social support
- Able to make and attend social outings
- Actively want a befriending relationship
- Understand and agree the non-negotiable boundaries

Who can make a referral?

Let's BeFriends accepts self-referrals and referrals from statutory and voluntary organisations. The referral process is the same for all to ensure fairness and inclusiveness. Most referrals come via Lancaster City Council, the NHS, Calico Floating Support, Lancashire drug and alcohol services etc. but anyone can self-refer via our FaceBook page or by emailing lbflancastermorecambe@gmail.com and requesting a referral form.

How are referrals made?

Let's BeFriends referral process is illustrated in Diagram 1 and explained in more detail here.



All referrals must be sent to the Let's BeFriends email address and the Project Coordinator then assesses whether or not the referral meets the eligibility criteria.

The referrer will be contacted, usually within 5 working days, to confirm eligibility. If the referral concerns a person who is homeless / recently rehoused / under threat of homelessness and in charitable need of assistance then the Project Coordinator contacts the referrer to undertake a comprehensive risk assessment before placing the beneficiary on our waiting list until we can match them with a suitable volunteer.

If the referral is unsuitable the Project Coordinator will contact the referrer to inform them that Let's BeFriends are unable to offer support and to signpost to alternative organisations who might be able to assist.

Once a referral has been placed on our waiting list, the Project Coordinator looks to match the beneficiary with an available volunteer Befriender who has shared interests and common ground. An introductory meeting is then arranged between the referrer, the Beneficiary, the Befriender and the Project Coordinator.

During the introductory meeting, the Project Coordinator outlines the non-negotiable boundaries that must be agreed to in order to commence the befriending relationship. The Beneficiary, Befriender and referrer are encouraged to ask any questions they may have which the Project Coordinator can answer. Once it is clear that the Befriending Contract has been understood then both the Beneficiary and the Befriender sign and date the Befriending Contract to demonstrate that they agree to be bound by its terms.

Table 3 shows the non-negotiable boundaries of the befriending relationship which both parties must agree to in order to progress the befriending relationship. A signed agreement helps to model a healthier and safer way of relating. It also invites the Beneficiary and Befriender to be more responsible and can help to break out and down patterns of behaviour that are perhaps stuck and habitual.

Each and every befriending relationship is unique. There is an opportunity here to discuss and agree some of the negotiable boundaries in relation to



what type of companionship and support the Beneficiary needs and how much, where, when etc.

The Befriender will monitor that the boundaries are being respected and any breaches will be reported and responded to by the Project Co-ordinator.

Table 3: non negotiable boundaries of befriending relationship

WE AGREE TO ADHERE TO THESE NON-NEGOTIABLE BOUNDARIES	
CONFIDENTIALITY	<p>Do not share personal information learned during the course of the befriending relationship without permission</p> <p>Only share information that you are comfortable sharing – trust takes time and needs to be earned</p>
SAFEGUARDING	<p>Do not ignore signs of risk and abuse – report any concerns to the Project Coordinator. If the Project Coordinator is unavailable, alert a member of the Management Committee</p> <p>Only meet in places where you feel safe and at times when you feel safe</p> <p>Verbal and physical abuse is not permitted and will lead to the immediate end of the befriending relationship</p> <p>Avoid physical displays of affection such as hugging or kissing</p>
CODE OF CONDUCT	<p>Do not lend, give, accept or borrow anything from each other such as money or gifts</p> <p>Do not use or be under the excessive influence of drugs or alcohol in each other's presence</p> <p>Respect boundaries and do not use pressure – contact the Project Coordinator if you wish to change or end the befriending relationship</p>

Source: LBF Boundaries Policy

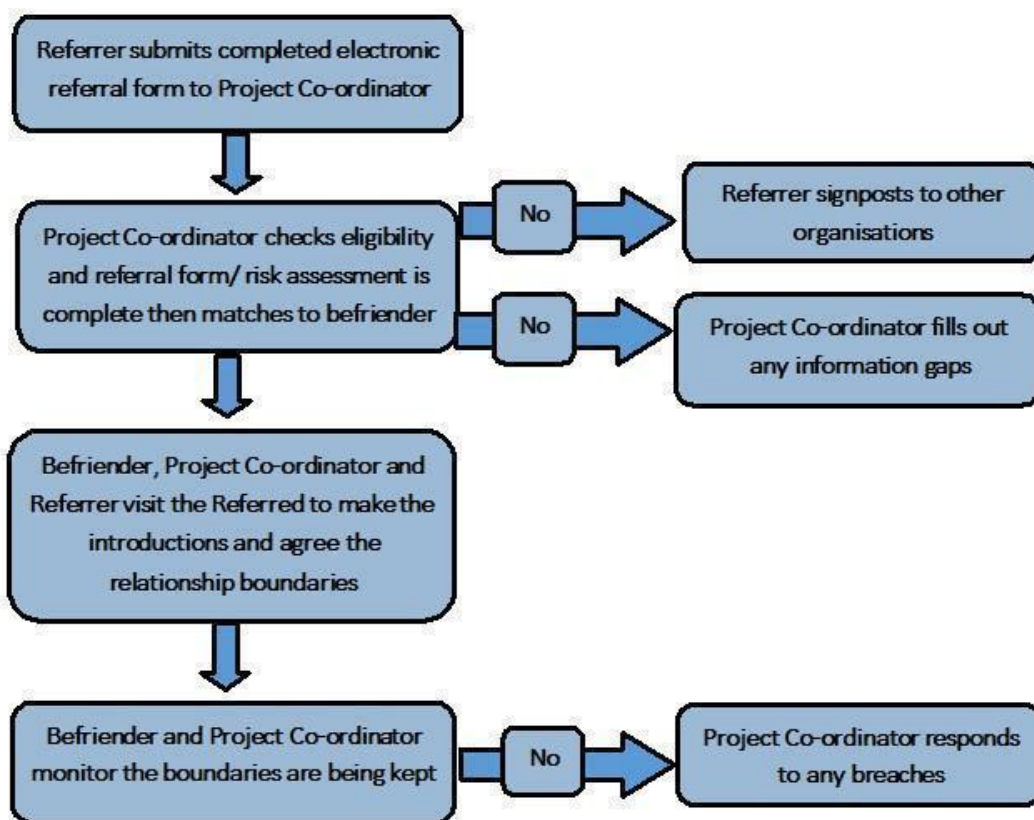


Diagram 1: Let's BeFriends Referral Process

This policy will be subject to regular updates and review - last review January 2022



Let's BeFriends Referral Form



Let's BeFriends is a befriending agency for those who are homeless, at risk of homelessness or recently rehoused. We are made up of befriender volunteers who offer companionship and social support such as: a walk, coffee, chat, help to get and stay in touch with services, company attending appointments.

Let's BeFriends will keep the information you share with us safe according to General Data Protection Regulation. We will not pass information to anyone outside the organisation without your consent.

About the person being referred

Name	
Date of birth	
Address	
Contact number	
Email address	

How the referred person meets our eligibility criteria

	Please tick relevant box and explain a little more i.e. when does eviction notice expire / are they sofa surfing / when were they rehoused?
At risk of homelessness (i.e. has been served with an eviction notice)	
Currently homeless (i.e. street homeless or sofa surfing)	
Recently rehoused (e.g. within past two years) after being homeless	

Next of kin / emergency contact for the person being referred

Name	
Address	
Contact number	

Does the person being referred understand what Let's BeFriends does and do they consent to the referral being made?		Yes	No
Beneficiary signature		Date	



To be completed by the referrer

Referring organisation	
I have known / worked with the individual since (date?)	
Benefits of Let's BeFriends – why would the person being referred benefit from having a befriender?	

INTERESTS - hobbies, skills and experience – knowing this will help to match to a befriender

HOUSING – where has the individual lived over the last year starting with the most recent. Please state type (i.e. council / private rented / sofa surfing etc.)

FINANCES – which benefits does the person receive (please also note any additional elements / how much / how often if known). Are you aware of any debts?

HEALTH – are there any concerns about physical and mental health including substance misuse, disabilities or long-term conditions? Please detail any support in place



RISK ASSESSMENT – all risk assessment information is treated with extreme sensitivity. It should not be used as a direct set of questions for the individual being referred, rather, it should be filled in with information based on:

- Information provided by the individual
- The professional judgement of the referrer
- Observed behaviour
- Referral information (if any)
- Information from other services who have worked with the individual

	Y	N		Y	N
Dangerous Behaviour			Emotional/ Mental Health Problems		
Incidents of violence			Detained under Mental Health Act		
If yes, to whom?			Known suicide attempts		
staff			Known self-harm		
Other users			Dual diagnosis		
Friends/ family			Bizarre behaviours		
Public			Anxiety/ depression		
Most serious damage caused			Severe & enduring Mental Health issues		
None			Self-care/ Risk from others		
Minor injury			Incidents of serious self-neglect		
Serious injury			Incidents of being abused/ exploited		
Death			Incidents of being harassed		
Known incidents of abuse or harassment			Accidental harm (e.g. kitchen fires)		
Known danger to children			Persistent provocative behaviour		
Problems managing anger/ impulsivity			Tenancy Risks		
Sexual assault/ exposure			History of lost tenancies due to arrears		
Arson			History of tenancy related ASB orders		
Substance/ alcohol abuse			History of tenancies being hijacked		

If you have ticked yes to any question, please describe behaviour/ incidents in detail below including any work your organisation has carried out with this individual that relate to risk (e.g. who is at risk, where is the risk, factors increasing/decreasing risk)



Paid statutory support – it would be helpful to know whether the individual being referred is known to other statutory services and in what capacity – are they currently disengaged or engaged with that service – include names / contact of the single point of contact.				
Statutory services	Known and disengaged	Known and engaged	Name of single point of contact (e.g., key worker)	Contact details (e.g. email, phone)
Physical health – i.e. GP / chemotherapy / wound dress clinic				
Mental health – i.e. crisis team, Birchall Trust, CMHT etc.				
Social care – i.e. children, young people & adults				
Housing – i.e. LA housing team, Floating Support				
Drug & Alcohol – i.e. Inspire / The Well / Red Rose Recovery				
Criminal Justice System – i.e. police & probation				
Other (please specify)				

Thank you

Let's BeFriends is grateful to you for taking the time and energy to complete this referral form on behalf of the individual being referred.

Completed by	
Date	
Contact number	
Email	

Please email your referral form to: lbflancastermorecambe@gmail.com



Complaints

What is a complaint?

A complaint arises if in some way you are dissatisfied as a result of something we have done or failed to do, or as a result of the attitude of any member of our paid or unpaid team.

How to make a complaint

STEP 1 - Please raise any written complaint first of all with the Project Co-ordinator. We want to deal with complaints as quickly as possible and most can be resolved on the spot. If your complaint is about the Project Co-ordinator you should begin at step 2.

STEP 2 - If you are not satisfied with the Project Co-ordinator's response, or if your complaint involves the Project Co-ordinator, you should contact the Chair of the Management Committee. You can write to the chair or speak to them over the phone.

You will receive a full response within 10 working days, or if some matters require more detailed investigation, a timescale for a full response will be given to you.

All complaints will be thoroughly investigated. We will respect your confidentiality at all times.

If you feel your complaint has not been satisfactorily resolved:

STEP 3 - You have the right to appeal to the Appeal Sub Committee, which consists of three members of the Management Committee who are not involved or privy to the original complaint made at Step 2.

All appeals will receive either a full response or an acknowledgement giving a timescale for a full response within 10 working days. You will be invited to attend the meeting of the Sub Committee and you may bring someone with you. The appeal decision is final.



Equality and Diversity

Introduction

Equality, diversity, and inclusion are central to everything we do here at Let's BeFriends. It is our intention to celebrate the diversity of individuals and to support those individuals to overcome the barriers to their full inclusion and participation in a good quality of life and society in general.

What do we mean by diversity and inclusion?

We are all unique. We come from different backgrounds, have different family structures and relationships, come from different geographical places, have different faith and belief systems, see the world differently and have different qualities and abilities. Some of these differences are obvious and some are unseen. Diversity is about positively valuing and harnessing these differences.

Inclusion refers to our own individual lived experience – whether that is in our personal life, at work, when using the services we need or in wider society – and the extent to which we feel valued and included.

Let's BeFriends understands that positively valuing diversity and inclusion can make organisations a better place to be. It can help us to learn, innovate and deliver benefits for the individuals we are here to serve. We strive to value and harness diversity in everything we do, including making our befriending services and products inclusive and accessible to all.

What is Let's BeFriends position on diversity and inclusion?

Let's BeFriends will not tolerate discrimination, victimisation or harassment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

We are committed to tackling the inequalities and exclusion experienced by individuals as well as promoting the equality and inclusion of individuals from diverse backgrounds in everything we do.



How do we promote inclusion in what we do?

We respect the diversity of each and every individual, understanding they have different needs, wants, choices, cultures and values. We will do everything we can to ensure we are as inclusive as possible in all areas of our work whether that is providing befriending services, within our policies and campaigning work or as an employer for staff and volunteers.

Why do we do this?

Society cannot improve for anyone while people are treated unfairly because of their age, or their ethnicity, gender, religion or belief, sexual orientation, or because they are disabled.

It is unlawful for organisations to discriminate on the grounds of gender, gender identity, race, religion and belief, sexual orientation and disability in employment and training, and in the provision of goods, facilities, and services (except in very limited circumstances).

We believe an inclusive society where all members are treated with dignity and respect will not only benefit those individuals, but will also help to develop greater social cohesion, tolerance, stability, and prosperity in the wider society.

This policy will be subject to regular updates and review - last review January 2022



Time Off

It is understood that volunteers will have to take time off for holidays, sickness and emergencies.

Let's BeFriends wants to ensure that the needs of our beneficiaries are met even when their befrienders are unable to meet them, so it is requested that volunteers notify Let's BeFriends of any break from service whenever possible - for example, by providing advance notification of planned leave to either the Volunteer Coordinator or the Project Coordinator (in addition to any beneficiaries that a befriender supports).

Volunteers are not paid members of staff so are not required to complete a self-certification form or provide GP sickness certificates for periods of ill health. It is, however, requested that whenever possible, volunteers advise one of the Coordinators if they are unable to attend due to sickness as it may be that one of the staff can assist with meeting a beneficiary's needs in their absence (for example, by attending / rearranging planned appointments, completing important paperwork or simply giving the beneficiary a call to check in with them).

Frequent absence impacts on Let's BeFriends performance as it affects the level and quality of service we provide. Frequent absence will be handled confidentially and sensitively but we must take account of the needs of the charity as well as those of the volunteer. We aim to facilitate a return to volunteering wherever possible, however, if this is not possible, or if intermittent absence levels remain high, it may be necessary to take a break from service.

We aim to model self-care and a break from service does not necessarily inhibit a return to service at a later date - any volunteer who has taken a break and feels ready to resume with Let's BeFriends should email lbflancastermorecambe@gmail.com or contact one of the Coordinators.

This policy will be subject to regular updates and review - last review 06.12.2022