

I'll Be There For You

Safeguarding Policy

Companionship & Light-Errand Support Services Serving Stowmarket & Surrounding Areas

1. Our Commitment to Safeguarding

At *I'll Be There For You*, safeguarding is at the heart of everything we do. We are dedicated to creating a safe, respectful, and supportive environment for both clients and staff. Our service is built on trust, compassion, and professionalism, and we take every reasonable step to protect the wellbeing of those we support.

This policy outlines how we uphold safety, dignity, and respect during all interactions.

2. Purpose of This Policy

This Safeguarding Policy exists to:

- Protect clients from harm, abuse, neglect, or inappropriate behaviour
- Ensure staff feel safe, supported, and empowered to raise concerns
- Promote a culture of openness, respect, and accountability
- Clarify expectations for conduct and behaviour
- Provide clear steps for responding to safeguarding concerns

This policy applies to all clients, staff, and anyone involved in our service.

3. What We Do

We provide companionship and light-errand support, including:

- Friendly social visits
- Accompaniment on outings
- Support with weekly shopping
- Light errands such as posting letters
- Shared activities and conversation

We do **not** provide personal care, medical care, or any regulated care service.

4. Zero-Tolerance Approach

We operate a strict zero-tolerance policy for:

- Bullying
- Harassment
- Verbal or physical intimidation
- Sexual or inappropriate behaviour
- Discrimination of any kind
- Threatening actions or language

If a staff member feels unsafe or uncomfortable at any time, the visit will end immediately. Where necessary, we may contact the relevant authorities.

5. Professional Boundaries

To ensure safety and clarity:

- Staff maintain professional boundaries at all times
- Personal relationships between staff and clients are not permitted
- Staff cannot accept gifts of significant value
- Staff cannot handle client finances beyond agreed errands
- Staff cannot enter bedrooms or private areas unless explicitly invited and appropriate

These boundaries protect both clients and staff.

6. Client Responsibilities

To help us maintain a safe environment, clients (or their representatives) must:

- Treat staff with respect
- Provide accurate and relevant information (allergies, medications, mobility needs, behavioural considerations)
- Ensure the home environment is safe and free from hazards
- Refrain from inappropriate or threatening behaviour

Failure to meet these responsibilities may result in services being withdrawn.

7. Staff Responsibilities

All staff are expected to:

- Treat clients with dignity, respect, and kindness
- Maintain confidentiality in line with data protection laws
- Report any safeguarding concerns immediately
- Follow professional boundaries at all times
- Prioritise safety during every visit

Staff are trained to recognise signs of abuse, neglect, or risk.

8. Recognising Safeguarding Concerns

Safeguarding concerns may include:

- Physical harm or threats
- Emotional or psychological abuse
- Financial exploitation
- Neglect or unsafe living conditions
- Inappropriate or sexual behaviour
- Behaviour that causes fear or distress

Any concern — no matter how small — will be taken seriously.

9. Reporting a Concern

If a safeguarding concern arises:

1. The staff member will ensure immediate safety
2. The visit may be ended without notice
3. The concern will be documented
4. The appropriate authority may be contacted, including:
 - Adult Social Care
 - Emergency services
 - Police (if necessary)

We will always act in the best interests of the client and staff.

10. Confidentiality

All safeguarding concerns are handled sensitively and confidentially. Information is only shared when necessary for safety or when required by law.

11. Working With Other Agencies

We may work alongside:

- Local authorities
- Adult safeguarding teams
- Health professionals
- Emergency services

This ensures the highest level of protection and support.

12. Review of Policy

This Safeguarding Policy is reviewed regularly to ensure it remains current, effective, and aligned with best practice.

The most up-to-date version will always be available on our website.

Thank You

Thank you for choosing *I'll Be There For You*. We are committed to providing companionship that is warm, respectful, and safe — every visit, every time.

Website: www.illbethereforyou.co.uk

Serving Stowmarket & surrounding areas