

Street Doctors Safeguarding Policy

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Policy history

	Date	Approved and ratified by
Original Policy		
Revised on:	08.06.2018	
Revised on:	12.06.2019	Board of Trustees
Revised on:	10.09.2020	Minor amendments - Treasurer
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Introduction

Purpose of this policy

At StreetDoctors we want to make sure our programmes and activities are implemented in a safe and positive environment where harm, exploitation and abuse are prevented as far as reasonably possible, and any safeguarding concerns are responded to effectively.

This policy explains our commitment to, and the standards and procedures we have in place for safeguarding the children, young people and adults we come into contact with, as well as our staff and volunteers.

What do we mean by safeguarding?

Safeguarding is about promoting and protecting peoples' health, safety and well-being and enabling them to live free from harm, exploitation and abuse.

At StreetDoctors we have a responsibility to ensure our people, programmes and activities do no harm, and that they do not expose people to the risk of harm, exploitation and abuse.

Our safeguarding approach focuses on two areas:

1. **Prevention.** This is how we identify and minimise the risk of harm to those involved in our programmes and activities.
2. **Protection.** This is how we respond appropriately to any safeguarding concerns identified or reported to us.

Who this policy applies to.

This policy applies to all '**StreetDoctors representatives.**' This includes people who are paid employees, contract, seasonal and unpaid staff, people on work placements, people who are active volunteers, including the Board of Trustees and any others who are working or representing the StreetDoctors in any capacity and in any setting.

Any breach of this policy, or guidance associated with it, may result in an individual being subject to disciplinary action. Serious breaches may lead to dismissal (for employees) or termination of any agreement (for other workers, volunteers and organisations we may be working with).

Communicating this policy

All StreetDoctors representatives are made aware of this policy during their recruitment and induction. All other partners and relevant persons or bodies with whom we work will be made aware of this policy as part of their contract, memorandum of understanding or service level agreement.

The **Policy Statement** is available on our website for anyone to access.

Monitoring and reviewing this policy

The Safeguarding Lead and Central Team will monitor and review this policy and any associated guidance on an annual basis, or at an earlier opportunity should the need arise. An annual safeguarding report, including all concerns received, will be submitted by the Safeguarding Lead to the Board of Trustees.

The Safeguarding Policy Statement

StreetDoctors is a youth social action movement. Our network of young healthcare volunteers teach lifesaving skills to 11-25 year olds at risk of youth violence across the UK. Our work empowers young people to keep themselves and others safe.

Our responsibility

At StreetDoctors we believe that everyone has the right to be kept safe from harm, exploitation and abuse.

We recognise that:

- Everyone, regardless of age, gender identity, disability, racial heritage, religious belief, sexual orientation or identity, has a right to equal protection from all types of harm, exploitation and abuse.
- Some of the people we work or come into contact with may be in more vulnerable circumstances and less able to protect themselves. This is because of the impact of previous experiences, for example, trauma or adverse childhood experiences, their level of dependency on others, physical or mental ill health, communication needs or because they are children.
- We have a responsibility to ensure our people, programmes and activities do no harm to people and that they do not expose them to the risk of harm, exploitation and abuse.

Our safeguarding commitment

We are committed to providing safe and positive environments for everyone involved in the work we do and believe that all StreetDoctors representatives play an active part in keeping themselves and those they work with safe.

We do this by:

- Valuing, listening to and respecting those we work with.
- Designing and delivering our programmes and activities in a way that promotes the health, safety and wellbeing of those present and protects people from the risks of harm, exploitation and abuse.
- Recognising that we are in a position of power and privilege which may impact on the health, safety and wellbeing of others, and working to reduce these imbalances both within the delivery of our work but also within the communities and systems in which we work.
- Encouraging the active participation of StreetDoctors representatives and those we work with in keeping themselves and others safe, ensuring they have a voice and a choice and know how to seek help if they need it.
- Recruiting StreetDoctors representatives safely, ensuring all necessary checks are made to assess their suitability.
- Ensuring all StreetDoctors representatives are made aware of this policy and have access to appropriate training to understand their responsibilities.
- Having effective procedures in place for responding to safeguarding concerns and designated staff to respond to them.
- Monitoring the implementation of our safeguarding policy and taking any measures required to strengthen and improve existing practice.

Responding to safeguarding concerns

A safeguarding concern is any worry or concern about the health, safety or wellbeing of a person because of something seen or heard, or information which has been received. This includes any concerns about the behaviour of StreetDoctors representatives which is harmful or puts others at risk. For example, someone may tell us that they, or someone they know, has been harmed, exploited, or abused or we might witness a situation where a person is putting the safety of another person at risk.

What will we do when we have a safeguarding concern?

At StreetDoctors we will:

- Act quickly and appropriately when a safeguarding concern is identified or reported to us.
- Treat all safeguarding concerns in a professional, confidential and sensitive way.
- Always act in the best interests of people, respecting and involving them, giving them a choice over decision making which impacts them, unless they lack the capacity to do so or it would put them at serious risk of harm, exploitation, abuse or neglect.
- Provide people with safe and appropriate advice, signposting and referring them to services that meet their needs.
- Work in partnership with other organisations, including our delivery partners, and statutory services like the police and social care to make sure they get the help they need.
- Make sure concerns where a child or adult at risk has been or is at significant risk of harm, exploitation, abuse and neglect are referred to local authority social care or the police.
- Protect confidential information except where the wider duty of care or the public interest might justify making it known.

How to report a safeguarding concern

Anyone can report a safeguarding concern.

You can:

- Speak to a member of StreetDoctors representative if you are attending one of our programmes or activities.
- Speak to the On Call or Safeguarding Officer if you are a StreetDoctors representative
- Anyone, can contact the Safeguarding Officer directly on safeguarding@streetdoctors.org

What if the concern is not related to StreetDoctors?

The Safeguarding Officer can still give advice and guidance, but they cannot act on your behalf.

You can:

- If you are worried about the safety or welfare of a child, call the NSPCC Adult Helpline for confidential advice on 0808 800 5000.
- If you are worried about the safety or welfare of an adult call the police. **999** for an emergency. **101** for a non-emergency.

Our Safeguarding Standards

In order to meet our safeguarding commitments, we have developed five key standards. In each standard there are a range of policies, procedures, guidance and activities which are designed to help us implement this policy.

Aim	Specific policy, procedure or areas of activity
<p>Awareness and training All StreetDoctors representatives are made aware of this policy and have access to appropriate training to understand their responsibilities.</p>	<ul style="list-style-type: none"> • The Safeguarding Policy outlines our commitment to, and the standards and procedures we have in place for safeguarding • The Code of Conduct outlines our values and how we expect StreetDoctors representatives to behave. • All StreetDoctors representatives are introduced to the Safeguarding Policy and Code of Conduct as part of their induction, and receive training, guidance and support to ensure effective implementation. • The policy is communicated to the public through the StreetDoctors website.
<p>Programme design and delivery All our projects, programmes and activities are designed and delivered in a way that protects people from the risk of harm that may arise from us.</p>	<ul style="list-style-type: none"> • Safer Working Practice Guidance outlines how StreetDoctors representatives should keep themselves and others safe. • All delivery partners receive a copy of the Safeguarding Policy and safeguarding is included as part of our terms and conditions for delivery of programmes. • Risk assessments are in place for all our programmes and activities, to ensure the safety of those present and we make sure delivery partners involved in hosting or running an activity involving StreetDoctors have the appropriate risk assessments and safeguarding measures in place to ensure the safety of those present.
<p>Recruitment All StreetDoctors representatives are recruited safely, and all necessary checks are made to assess their suitability</p>	<ul style="list-style-type: none"> • Safeguarding responsibilities are included in any relevant job descriptions. • Recruitment processes include relevant questions on safeguarding, collecting verified references from the most recent employers and when necessary, carrying out any available criminal background checks in line with our Safer Recruitment Guidance.
<p>Governance and Accountability People and processes are in place to monitor and improve the implementation of the safeguarding policy and our practice</p>	<ul style="list-style-type: none"> • There is a named Trustee for Safeguarding and safeguarding is a standing item on the Board's agenda. • There is a Safeguarding Lead who acts as the main source of support, advice and expertise for safeguarding and oversees the implementation of this policy, regularly reporting to the Board of Trustees. • There is a Safeguarding Officer who is responsible for responding to safeguarding concerns within StreetDoctors, regularly reporting to the Safeguarding Lead. • The Safeguarding Policy and all associated procedures and guidance are regularly monitored and reviewed to ensure they are effective.
<p>Reporting and Responding to Concerns Reporting procedures are in place and effectively used and designated safeguarding staff feel equipped and confident to respond to safeguarding concerns.</p>	<ul style="list-style-type: none"> • There are reporting and incident management procedures in place, communicated to StreetDoctors representatives, delivery partners and those involved in our programmes. • The Safeguarding Lead and the Safeguarding Officer have the capacity and capability to fulfil their roles. We ensure this through training, support and the revision of any roles and responsibilities.

Safeguarding Roles and Responsibilities

Safeguarding is everyone's responsibility, and all StreetDoctors Representatives are always required to follow this policy and any associated procedures and guidance.

The following have specific safeguarding responsibilities within StreetDoctors.

Safeguarding Lead

StreetDoctors Safeguarding Lead is the Director of Operations. The Safeguarding Lead acts as the main source of support, advice and expertise for safeguarding and they are responsible for compiling the annual safeguarding report.

The Safeguarding Lead:

- Ensures our policies and procedures are in line with legislation, guidance and best practice and are implemented in all relevant areas of StreetDoctors work.
- Supports StreetDoctors representatives with advice and guidance on safeguarding issues.
- Manages safeguarding allegations involving a StreetDoctors representative or concerns that pose a significant risk to an individual or the organisation.
- Ensures there are appropriate safeguarding monitoring and reporting procedures in place.

Safeguarding Officer

StreetDoctors Safeguarding Officer is the Youth Engagement Manager. The Safeguarding Officer Manages safeguarding concerns raised by StreetDoctors representatives or those we work with.

- Refers safeguarding concerns to the police, local authority social care and any other concerned statutory body when appropriate.
- Ensures that any safeguarding concerns raised between StreetDoctors and its partner organisations are addressed and appropriately resolved.
- Monitors and reviews the records of safeguarding concerns and provides reports to the Senior Leadership Team of any trends or issues arising.

On-Call Officer

The On-Call Officer is a member of staff who is available for telephone support when our programmes or activities are running. The On-Call Officer may on occasion be the Safeguarding Lead or Safeguarding Officer.

The On-Call Officer:

- Supports StreetDoctors representatives with advice and guidance on any concerns which happen during programmes and events.
- Carries out any initial actions in the event of a safeguarding concern and completes the Safeguarding Concern form.
- Refers emergency concerns the police if required.

The Central Staff Team

The Central Staff team are responsible for overseeing the safe delivery, quality and effectiveness of programmes and activities and promoting good practice across their areas of responsibility.

This includes:

- Ensuring StreetDoctors representatives are aware of their safeguarding roles and responsibilities and undertake any required safeguarding induction and training.
- Consideration of safeguarding in the development of all new pieces of work.
- Ensuring safeguarding guidance and appropriate risk assessments are in place and regularly reviewed in all existing pieces of work.
- Including safeguarding as part of regular development and supervision discussions.
- Ensuring that safeguarding concerns, discussions and actions are recorded and referred according to StreetDoctors procedures.

Chief Executive Officer

The Chief Executive is responsible for ensuring StreetDoctors has, and regularly reviews, an appropriate and effective safeguarding policy, there are clear lines of accountability and that staff have the resources, knowledge, skills, experience and support to implement safeguarding best practice across all areas of their work. The Chief Executive is also responsible for advising the Board of Trustees of any major causes of concern and presenting the annual safeguarding report for approval.

Named Trustee for Safeguarding

The Board of Trustees hold ultimate accountability for safeguarding within StreetDoctors, but they may appoint a named Trustee for Safeguarding, to liaise directly with the Chief Executive and Safeguarding Lead. The named Trustee is responsible for critically evaluating the information presented to the Board on the implementation and annual review of safeguarding, to ensure StreetDoctors is doing all it can to safeguard those we come into contact with. They also act as an independent resource, offering advice and support, on request, to the Safeguarding Lead.

Working with delivery partners

When we work with delivery partners, we will provide guidance about safeguarding and our respective responsibilities. Where appropriate, a signed service level agreement or contract will be in place, which confirms the safeguarding policy and guidance have been shared and meet the required standards.

Where a potential delivery partner does not have a safeguarding policy or there are concerns that a policy is not sufficiently robust, a risk assessment will be completed by the Partnerships Manager and signed off by the Safeguarding Lead.