

Stoke Fleming Voice - Safeguarding policy (v 1.0)

Stoke Fleming Voice is committed to a safe environment for all volunteers and the community. We believe that no one should ever experience abuse, harm, or neglect. Safeguarding is everyone's responsibility. New trustees, distributors and other volunteers will receive appropriate induction, including this safeguarding policy.

1. Volunteer Code of Conduct

All volunteers must follow these safety and professional boundaries:

- **Community:** We encourage residents to get to know residents on their rounds, however we suggest not entering homes of people you don't know.
- **Physical Contact:** Avoid any unnecessary physical contact with residents, particularly children or adults at risk.
- **Gifts & Personal Info:** Please do not accept gifts or money from residents. Stoke Fleming Voice's bank account details are provided on the inside back cover of the magazine if someone would like to donate.
- **Data Protection:** Any delivery lists containing residents' names or addresses must be kept secure and destroyed or returned if handing on the delivery round.
- **Resident Care:** Please post magazines fully through doors so we do not draw attention to absences. Avoid delivering in the dark or late evenings.

2. Recognising and Reporting Concerns

Volunteers may notice signs of harm or neglect while on their rounds.

- **What to Look For:** Visible injuries, extreme changes in behaviour, or signs of neglect in a resident's living environment.
- **How to Report:** If you have a concern about a resident or another volunteer that you can't handle yourself, report it via stokeflemingvoice@gmail.com so it can be discussed and appropriate action can be taken by the editorial team.
- **Emergency Situations:** If you believe someone is in immediate danger or a crime is in progress, call **999** first, then notify the editorial team..

3. Safe Delivery Practices

- **Lone Working:** Volunteers are encouraged to deliver in pairs where possible. Always ensure a friend or family member knows your delivery route and expected return time.
- **Visibility:** You are encouraged to wear high visibility clothing, particularly in Winter months.
- **Vehicle Safety:** If using a car, ensure it is roadworthy and pay attention to blind corners and pot holes etc.
- **Health & Safety:** Wear appropriate footwear for the weather. Avoid lifting bundles of magazines you think are heavy for you - and tell us if you want more, smaller bundles. Take care when posting magazines through the door in case of over excited dogs (a kitchen spoon or similar can be useful to open letter boxes allowing easier and safer posting).
- **Potentially dangerous houses:** Please do not feel you need to deliver to anywhere where parking is difficult or you worry about dogs, etc (advise us of the problem and we can engage the resident about other delivery options including sending out a printed copy by post or having them pick up a copy in the shop).

4. Policy Review

This policy will be reviewed annually by the Stoke Fleming Voice editorial team to ensure it remains fit for purpose.