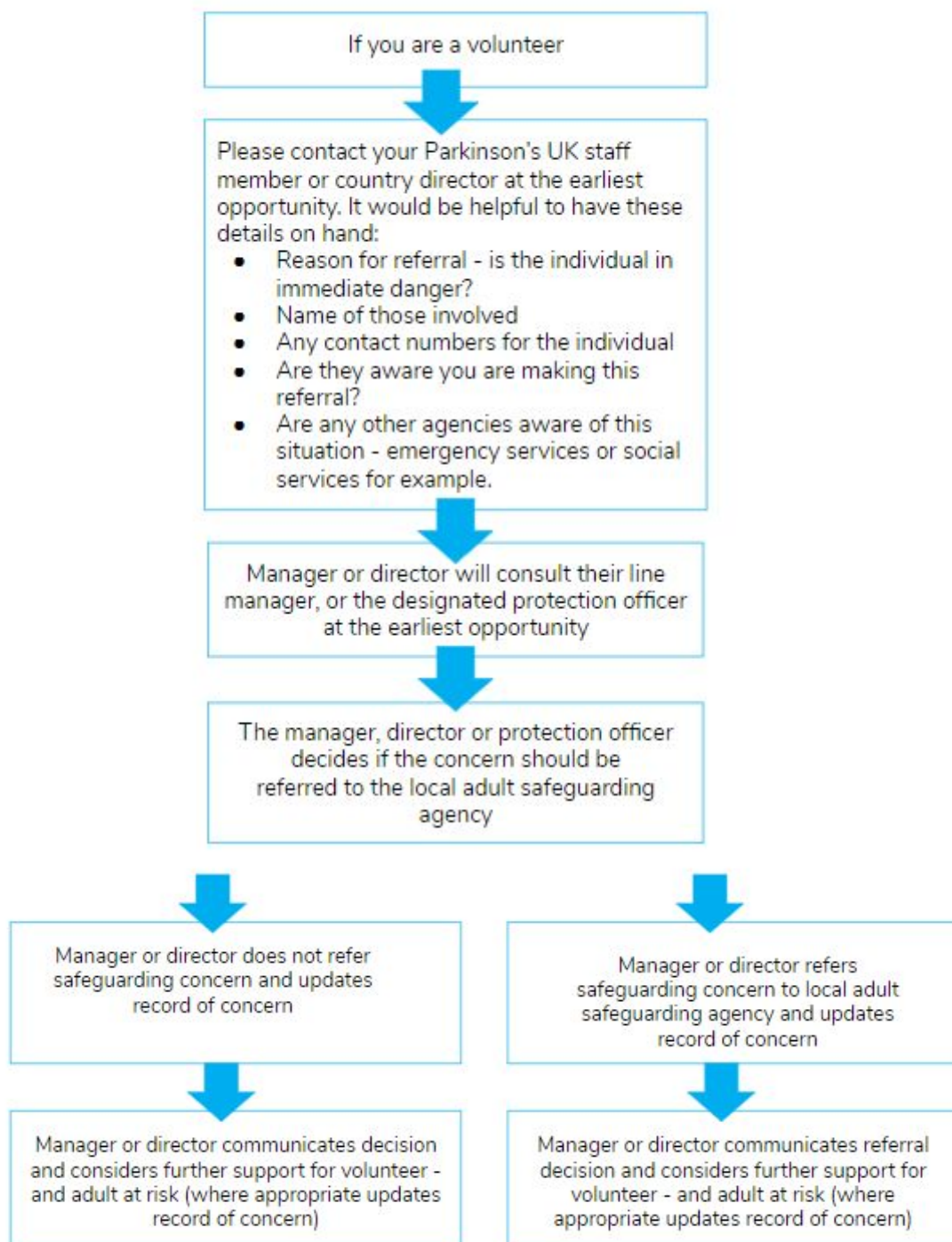


Safeguarding – your step by step guide

As a volunteer with Parkinson's UK, it's important you know what to do in any safeguarding situation. Our duty of care to staff and volunteers is to act responsibly and to report concerns to the appropriate local safeguarding agency, rather than investigate the situation.



In a safeguarding situation:

- take all safeguarding situations seriously
- consider the safety and wellbeing of the person affected and contact the emergency services (Police, Ambulance or Fire) if needed. Tell the member of the emergency services you are concerned about the person's safety
- stay calm, don't panic, and support the person you are talking to
- explain to the person that any safeguarding situation is important and that you will need to talk with your manager and potentially the designated protection officer. Avoid making promises regarding confidentiality
- always seek consent for a referral and bear in mind the wishes of the person
- be an active listener, get an overview and keep to the basic facts
- keep an open mind and do not confront any alleged abuser

This procedure must be followed whenever an allegation of abuse is made, or where you or someone else suspects that an 'adult at risk' has been abused. Any suspicion, allegation or incident of abuse must be shared with Parkinson's UK. Please note: if you are unable to speak with your staff contact, a manager or director then please contact the UK helpline direct on 0808 800 0303.

Due to the confidential nature of any resultant investigations it may not be appropriate for us to be able to offer further details about an individual's situation following the referral. Please be reassured once a referral has been made we will take all appropriate steps to ensure they are connected with the help and contacts needed to support them.

Please be aware that it's very important you don't discuss any safeguarding concerns with other volunteers or members of a local group and to recognise an individual's right to privacy. At Parkinson's UK we take confidentiality seriously and will only inform the absolute minimum number of people of a safeguarding concern.

We are committed to protecting your wellbeing throughout this process, so please do speak to your Parkinson's UK staff contact throughout this process. If you feel that you would benefit from speaking with a more dedicated support service we can refer you through to our wellbeing telephone support service, please discuss this with your manager, director or staff contact.