

# Safeguarding policy

## Keeping people safe



# About our safeguarding policy



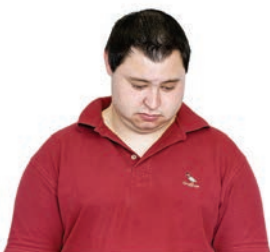
This booklet is for people who use our services or want to know more about our policy.



We are Turn2us. It is very important to us to keep the people we work with safe.



We want to keep people safe from harm and **abuse**.



**Abuse** is when someone does or says something to hurt you or make you feel bad.



It is also when someone makes you do things that you do not want to do.



Protecting people from harm and abuse is called **safeguarding**. Good safeguarding means:

- keeping people safe, happy and healthy



- listening to people's wants and needs



- supporting people to make choices about things they want in their life



- protecting people's **rights**. Your rights are things you are allowed to do and how you should be treated



We have a policy that helps us to include safeguarding in all our activities and services.

It will make sure we put safeguarding at the heart of everything we do.

## Who our policy is for

Our policy is for everyone we have contact with. This includes:



- people who use our services

- their families and carers



- all our staff and anyone who works for us in any way. Even if they only work for us for a short time



- any other adults and children

# How we want to work



We want to keep people safe when they work with us.



This means we want to:

- work in a safe way. This includes the work we do online, by phone and face to face



- stop harm and abuse before it happens



- make sure people can report any worries they have about safeguarding





- deal with any safeguarding problems quickly and in the right way



- treat everyone fairly and with respect



- make sure all our staff understand our safeguarding policy and follow the rules

# People who need extra support



We know some people are treated more unfairly than others. This might be because of their **personal characteristics**.



**Personal characteristics** are things like your:

- race, culture and background



- gender



- religion

- age



- disability



Some people might be more at risk of harm and abuse. For example, older people or people from Black, Asian or ethnic minority communities.



We want to make sure we include and protect everyone in all our work.

## Things we want to do



- listen when people tell us about safeguarding problems. We will take what they say seriously and we will do something about it



- make sure all the people we employ have proper training about our policy





- include safeguarding when we plan new activities and services



- employ a Safeguarding Manager. They will make sure we are following the policy and doing what we said we would



- work with other organisations who know lots about safeguarding. We will share ideas about good ways of working



- make sure our policy is working. We will check if anything needs changing to make our policy better



- keep people's photos and the things they tell us safe

## More information



You can find more information in our big safeguarding policy.



You might want to ask someone to help you read it. It is not in easy read.



If you have any questions or you would like to see our big policy, email our Safeguarding Manager.

**Email:**  
**[safeguarding@turn2us.org.uk](mailto:safeguarding@turn2us.org.uk)**

# What to do if you are worried about someone's safety

## What to do in an emergency



If someone is in danger right now, you should contact the emergency services straightaway:

**By phone:**  
**999**

## What to do if someone is at risk of harm or abuse



If you are worried about an adult, go to the NHS website for support and information.

**NHS website:**  
**[www.england.nhs.uk/safeguarding/](http://www.england.nhs.uk/safeguarding/)**



If you are worried about a child, call the NSPCC for advice.

**Phone:**  
**0808 800 5000**



We want to know if our work or the people who work for us are:

- hurting other people

**or**



- putting other people at risk of harm or abuse

If you are worried, you can contact us.



**Email:**  
**[safeguarding@turn2us.org.uk](mailto:safeguarding@turn2us.org.uk)**