Safeguarding Guidelines

The aim of our policy is to provide proportionate guidelines to both the clients and volunteers of Milford and Witley Village Care.

We want to ensure the safety of both volunteers and clients.

Volunteers

All new volunteers have two references taken up and a DBS carried out.
Driving License is also checked along with the Car Insurance.
Every 3 years the DBS, Car Insurance and Driving License are checked.
Any change in the interim must be notified to a member of the Village Care Committee.

If you are on way to medical appointment with your client and they are taken unwell and it feels right to proceed do so and upon arrival immediately inform medical practitioner

Call 999 if emergency

If next of kin need to be contacted please call the main Village Care helpline
07871 570160 and the co-ordiantor will have details.
If they don't respond within 1 hour please call Jeanette 07778 663914

If you have any concerns regarding your client please contact a member of the Village Care Committee.

Clients

Each client completes a form which ensures we are the right scheme to assist them. This judgement is based on three things:

- Is the service provided by our scheme appropriate for the potential clients needs
- Is the volunteer at risk by dealing with the potential client?
- Is the request within the capability of our scheme?

If a client doesn't use our services for six months they have to reregister to ensure we have up to date information.

Next of Kin contact details are taken. These are kept in volunteer folder that goes around to each co-ordinator with the contact telephone. Co-ordinators are aware to keep this information secure. There is also a master list with these details held by Village Care Chairman.

In the unlikely event of an accident or incident taking place we have a form which is completed by the volunteer and if in agreement the client.

New clients are sent a welcome pack with details of how we are able to assist and the policies and procedures we follow.

Agreed by Village Care Committee October 2026
Next Review October 2027