NEUK

Simple Safeguarding Guide

Safeguarding guidance for volunteers

Neuk Collective Simple Safeguarding Guide

There are a few key policies that all volunteers need to be aware of. The most important is our **Safeguarding Policy**. This sets out how we keep everyone safe, and what you should do if you're worried about someone.

We know the full policy is long and detailed, so we've also created this simple safeguarding guide. This gives you the most important information you will need day to day: what safeguarding means, what's expected of you, and exactly who to contact if you ever have a concern.

What safeguarding means

Safeguarding is about keeping everyone safe from harm. At Neuk, this mainly means looking out for adults who might be vulnerable – for example, if they are experiencing a mental health crisis, exploitation, or abuse.

What's your role as a volunteer?

- Be kind, respectful, and notice if someone seems unsafe or distressed.
- If you're worried, don't try to fix it yourself.
- Pass your concern on to our safeguarding officer straight away.

What you should do if you're worried

1. **Listen and support** – If someone shares something with you, let them feel heard.
2. **Don't promise secrecy** – You can't keep serious concerns just between you.
3. **Pass it on** – Contact our safeguarding officer (details below).
4. **Write it down** – Make a short note of what happened, what was said, and when.
5. **In an emergency** – If someone is in immediate danger, call **999**.

What's *not* your responsibility

- You don't need to decide if the concern is "serious enough" – we'll do that.
- You don't need to investigate or prove anything.
- You don't need to offer mental health or crisis support.
- You don't need to manage safeguarding alone – you just need to pass it on.

Other safeguarding rules

As a volunteer, you also need to follow some basic safety rules:

- **No lone working** – Always run events in pairs.
- **No 1:1 meetings** – Don't meet with members individually in your volunteer role.
- **Keep communication clear** – Use group channels or official email (via Jo, Amy, Anna, or Tzipporah), not personal messaging, to organise meetups.
- **Protect privacy** – Don't share members' personal details (phone numbers, addresses, etc.) without consent.
- **Stay within your role** – You're not expected to give advice on benefits, housing, health, or personal issues. Signpost instead.

These boundaries keep you safe as a volunteer and help us look after everyone fairly.

Who to contact

Primary Safeguarding Officer

Tzipporah Johnston

tzipporah@doorinthewall.co.uk

07305 853884

Secondary Safeguarding Officer

Catriona Stewart

cas.stewart.101@gmail.com

Online reporting form

https://docs.google.com/forms/d/e/1FAIpQLSenqTKWbtAEv7ecYklDCPj5D1bwBW1Tp2706BVmGUbGCLhY9Q/viewform?usp=header