



Old Friends Safeguarding and Whistleblowing Policy

1. Purpose and Scope

Old Friends is committed to providing a safe, respectful, and supportive introduction service between elderly clients and Service Providers. Although Old Friends does not directly deliver care services, our Service Providers regularly engage with older adults who may be at risk of harm, neglect, or exploitation.

This policy outlines how Old Friends, within the scope of acting as an agent, safeguards vulnerable adults by ensuring that any reported concerns relating to the Service Providers are managed appropriately. It also establishes a procedure for whistleblowing, protecting those who raise legitimate concerns from victimisation or retaliation.

This policy applies to:

- Old Friends Management
- Service providers and anyone acting on behalf of Old Friends
- Situations involving clients, visitors, or members of the public engaged with Old Friend's Service Providers

2. Policy Statement

Old Friends believes that all elderly people have the right to:

- Be treated with dignity, respect, and compassion
- Live free from abuse, neglect, or exploitation
- Have their wellbeing promoted and safeguarded

Old Friends takes all safeguarding concerns seriously and will act promptly and appropriately to ensure the safety of any individual at risk.

3. Definitions

Service Provider: An individual or that performs services for a client in exchange for compensation to include Tradesmen and non personal care providers.

Safeguarding: Protecting an adult's right to live in safety, free from abuse and neglect.

Adult at Risk: Clients who have care and support needs and may be unable to protect themselves.

Abuse and Neglect: Includes physical, emotional, financial, or discriminatory abuse, and neglect.

4. Roles and Responsibilities

Old Friends:

- Holds accountability for acting on any reported safeguarding and whistleblowing concerns in regards to Service Providers.
- If alerted to signs of abuse will act on/report any concerns immediately.
- Is responsible for managing reported safeguarding concerns and liaising with external authorities if required.

5. Reporting a Safeguarding Concern

- Recognise when a report indicates signs of potential abuse or neglect.
- Respond by listening calmly and reassuring the person.
- Record the facts as soon as possible.
- Refer to authorities if required.

6. Whistleblowing Policy

Old Friends encourages an open culture where concerns about misconduct, malpractice, or wrongdoing can be raised safely and confidentially.

Whistleblowing covers concerns such as unsafe practices, fraud, breaches of legal obligations, or concealment of wrongdoing.

Concerns should be raised with the Management.

Old Friends will treat disclosures confidentially and protect Clients/Service Providers from victimisation when concerns are raised in good faith.

7. Confidentiality and Data Protection

All safeguarding and whistleblowing reports will be handled sensitively and stored securely, in accordance with data protection laws. Information will only be shared when necessary to protect an adult at risk.

8. Monitoring and Review

This policy will be reviewed annually or sooner if required by changes in legislation or guidance.

Approved by: Manager of Old Friends.....

Date of Issue:/.../.....

Next Review Date:/.../.....