

Findaway Adviceline Safeguarding Policy

Findaway adviceline is a confidential and anonymous service with an adult client base. Any callers identified as being under 16 will be redirected to age-appropriate adviceline services e.g., Childline.

The person accessing Findaway adviceline is in control of the information they share with the service. The Findaway employee/volunteer will be clear with regards to the remit of the service and that Findaway will not act on behalf of a third party, rather equip the person accessing the service with information to make informed choices/decisions pertinent to their unique circumstances.

When accessing the Findaway adviceline a person will be able to speak openly and in confidence with the Findaway employee/volunteer. What is said to Findaway will stay confidential unless a child or adult is deemed to be at serious risk of harm. Confidentiality would not be able to be maintained in this situation to ensure Findaway were able to provide a proportionate response to safeguard children or adults at risk.

Findaway will always endeavour to discuss safeguarding concerns which arise with the person using the service and agree actions collaboratively which would address the safeguarding concerns, but this may not be possible in every situation, for example in an emergency or if this may place someone at greater risk.

Should there be safeguarding concerns which may indicate an adult or child is at risk, the person using the Findaway adviceline may be asked to provide specific information (e.g., name, address, location of child or adult at risk) to ensure help and/or support can be offered to safeguard the child/adult without delay, this may include an emergency service response.

Should Findaway make a decision, in the interests of safeguarding a person, to share information with an external agency we have listed a few examples of how this may be done below. The examples are not exhaustive, and all efforts will always be made to inform the caller of any actions being taken by Findaway.

- Your details may be passed to people who'll be able to get help to you, like the ambulance service.
- If someone is in immediate danger and we know their location, we may ask the police to check on the person to make sure they are safe.
- If you told us that a child is at risk, we may need to get them help. Sometimes the only way of doing that will be to contact you using the details you provided when contacting Findaway adviceline and ask you for more details. It may be that the police or social services contact you to assist us with this.

- We might ask social services to arrange to speak to you and see how they might be able to help you.

Findaway adviceline values are based on mutual respect and we reserve the right to terminate contacts that are abusive to staff, other persons, or have a clear malicious intent.

* This safeguarding policy should be read in line with WWIN safeguarding policy and local area safeguarding processes.