**Social Workers Without Borders**
**Children, Young People and Adult Safeguarding**
**Policy and Procedure**

**October 2025**

**Contents**

## 1. Objectives and Scope of the Policy

Social Workers Without Borders (SWWB) is a charity. Our work involves supporting children, young people and adults where they are adversely affected by borders. This involves direct engagement with children, young people and their families, unaccompanied children and adults subject to immigration controls. This work takes place in the United Kingdom but on occasion we carry-out remote assessments for someone outside of the UK.

We have developed this policy in accordance with the principles set out by the Children Act 1989 in the United Kingdom, the United Nations Convention on the Rights of the Child, the Human Rights Act 1998, the Mental Capacity Act 2005 and the Care Act 2014. In addition, this policy responds to the principles outlined in the following United Kingdom practice guidelines:

- Working Together to Safeguard Children 2023[1]
- Information sharing - advice for practitioners providing safeguarding services to children, young people, parents and carers 2018[2]
- The Care Act - Care and Support Statutory Guidance[3]
- Mental Capacity Act Code of Practice 2005[4]
- Strategy for dealing with safeguarding issues in charities[5]

The trustees, staff and volunteers of SWWB take extremely seriously their responsibility:

- to children and young people under section 11 of the Children Act 2004; duties under Working Together 2023 to safeguard and promote the welfare of children, to work together with other agencies to ensure adequate arrangements exist within our setting to identify, and support those children who are suffering or likely to suffer significant harm

- to support adults with care and support needs under the Care Act 2014 and the Mental Capacity Act 2005 through partnership working where the adult is experiencing or at-risk experiencing abuse and /or neglect.

We recognise that all the trustees, volunteers, and staff have an important part to play in protecting children, young people and adults with care and support needs from harm wherever possible, ensuring that the child's welfare and the adult's wellbeing is of paramount importance.

[1] Working together to safeguard children - GOV.UK (www.gov.uk)
[2] https://www.gov.uk/government/publications/safeguarding-practitioners-information-sharing-advice
[3] Care and support statutory guidance - GOV.UK (www.gov.uk)
[4] https://www.gov.uk/government/publications/mental-capacity-act-code-of-practice
[5] Strategy for dealing with safeguarding issues in charities - GOV.UK (www.gov.uk)

## 2. What is Safeguarding?

As stated in Working Together 2023, safeguarding and promoting the welfare of children is defined for the purposes of this guidance as:

- protecting children from maltreatment
- preventing impairment of children's health or development
- ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- taking action to enable all children to have the best outcomes'

The Care and Support Statutory Guidance states that:

"Safeguarding means **protecting** an adult's **right to live in safety, free from abuse and neglect.** It is about people and organisations **working together** to **prevent** and **stop** both the risks and experience of abuse or neglect, while at the same time making sure that the adult's **wellbeing** is promoted including, where appropriate, having regard to their **views, wishes, feelings and beliefs** in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances."

If we encounter a situation where a person outside of the UK's safety or welfare is at risk, we apply the same standards and approach to people subject to our domestic legislation. Whilst the local laws, infrastructure and our proximity may limit what outcomes we can pursue, we act with the same diligence, duty and conduct.

**A rights-based approach to safeguarding - recognising and mitigating systemic injustice in safeguarding systems[6]**

We are mindful that 'safeguarding' activities can cause harm to the people we work with. We recognise 'safeguarding' can often mean asking the State to interfere in people's lives and requires a careful balance of ensuring people's right to protection from harm, as well as their right to privacy and right to association. We know that the way safeguarding systems are applied can be based on stereotypes and preconceptions about safety and harm; meaning some people's lives are over-interfered in (say for example Muslim communities and counter-radicalisation safeguarding activities like Prevent) and some are under-supported (for example boys who experience sexual harm). Some activities that are carried out in the name of safeguarding can be extremely harmful

[6] *Radical Safeguarding – A Social Justice Workbook for Safeguarding Practitioners* by Latifa Akay and Alex Johnston 03753e_03c2cbbc93a84b24a33c39a4456159bf.pdf (usrfiles.com)

and can perpetuate racism, sexism, and ableism[7][8]. This could include profiling young Black men as 'gang members' or assessing parents living in poverty as negligent.

Many of the people Social Workers Without Borders work with are Black, Asian or from ethnic minority backgrounds. We know that some safeguarding agendas (like FGM, forced marriage, honour-based violence, radicalisation, gang affiliation) are specifically targeted at people from specific ethnic, racial, religious or cultural backgrounds and that often this is due to systemic racism in UK policy (ibid). We recommend that our volunteers read the Radical Safeguarding Workbook[9] as part of their Continuing Professional Development and that this is regularly reviewed alongside this policy, as this outlines how racialised safeguarding agendas could impact many of the people that Social Workers Without Borders works with.

It is particularly important to think about the ways that safeguarding systems can harm the people that Social Workers Without Borders works with. We often work with individuals who are subject to immigration control in a 'hostile' policy environment. This means that our duty of care as social workers can come into conflict with the policies of Government or other agencies such as the Home Office or the police. It is important that as we uphold our duty of care to the people we work with, and our safeguarding responsibilities as social workers and/or as staff and volunteers with Social Workers Without Borders, we are mindful of the actions we take in the name of safeguarding, and that we seek to ensure all safeguarding activity is rooted in principles of care, rights and consent. This is not always easy, and this policy is intended to guide you and Social Workers Without Borders Designated Safeguarding Leads to make collective decisions with the people we work with about safeguarding activity.

**Context and policy that harms**

In addition to inter-personal risks, our definition of safeguarding recognises the fact that context and social policy can harm and disadvantage some people. In the context of the work that we do at SWWB, we are compelled to acknowledge and respond to the harm caused by immigration policy and border controls. The 'Hostile Environment' approach to immigration policy explicitly aims to make the UK an unbearable place for people with precarious immigration status[10]. The Hostile Environment is a safeguarding risk. Examples include: immigration detention; poverty and destitution resulting from the No Recourse to Public Funds condition; children being wrongly treated as adults due to hostile and politicised approaches to age assessment; and families separated by deportation and forced removals.

**Managing tension in our values and professional duties**

[7] Wroe, L. E., & Pearce, J. (2022). Young People Negotiating Intra and Extra - Familial Harm and Safety: Social and Holistic Approaches. In D. Holmes (Ed.), Safeguarding Young People: Risk, Rights, Resilience and Relationships. Jessica Kingsley Publishers

[8] Wroe, L., Lloyd, J., & Manister, M. (2023). From peers and parks to patriarchy and poverty: inequalities in young people's experiences of extra-familial harm and the child protection system. In C. Firmin, & J. Lloyd (Eds.), Contextual Safeguarding: The Next Chapter (17-29). Policy Press.

[9] *Radical Safeguarding – A Social Justice Workbook for Safeguarding Practitioners* by Latifa Akay and Alex Johnston 03753e_03c2cbbc93a84b24a33c39a4456159bf.pdf (usrfiles.com)

[10] https://lordslibrary.parliament.uk/research-briefings/lln-2018-0064/

We do not believe that our approach to keeping people safe should cause people to feel ashamed, fearful, distrustful, judged or frustrated, and it should not lead to outcomes that further marginalise, disadvantage or harm the people we work with. At the same time, we recognise that there might not be a solution that does not lead to some level of harm to someone and that there is a need to balance different outcomes against one another and choose the outcome that is most acceptable. In all instances this should be done with the person who you have the concerns about unless doing so may be harmful to them or someone else, and with SWWB's Designated Safeguarding Lead (DSL) and members of the board or wider team where appropriate and agreed upon with the DSL. As these are difficult decisions to make, Social Workers Without Borders takes a *collective response* to making safeguarding decisions that prioritises *practically supporting people's safety* (as opposed to just information sharing).

Whilst we invite engagement and critical reflection with what it means to 'safeguard' this does not mean that we ever take a casual approach to our legal duties and professional standards. We have a duty to protect the professional integrity and reputation of all our volunteers and staff, and never place anyone in a situation that could call into question their fitness to practice as a social worker or put a beneficiary at risk.

We enter into this is a spirit of humility, recognising that we might not always get it right. We invite feedback and foster and organisational culture of self-reflection, accountability and care. We are committed to a model of safeguarding that actively creates the world we want to live in. In acting to keep people safe we are committed to actions that are caring, restorative, respect people's agency and privacy, build trust, and foster reciprocal dialogue and learning.

## 3. Implementation of this policy

SWWB is committed to ensuring that everyone in contact with our charity, including staff, volunteers and our beneficiaries are aware of our responsibility to safeguard children, young people and adults at risk. As a charity we work with some of the most marginalised and disadvantaged communities.

In order to ensure high standards of practice, we will:

- provide all staff and volunteers with the necessary information to enable them to meet their statutory responsibility to promote and safeguard the wellbeing of children, young people and adults
- ensure consistent good practice across the organisation
- demonstrate our commitment to safeguarding children, young people and adults in everything we do.

All staff, volunteers, and trustees will be provided with a Volunteer Handbook/Staff Handbook (as appropriate) containing the charities key policies including this safeguarding policy. All staff and volunteers are expected to read through the respective handbook before actively engaging in work on behalf of SWWB.

Before beginning work on an ISWR, volunteers must have completed an online induction training session. This induction session will include training on our Data Protection Policy and Procedures, Health and Safety Policy, and Safeguarding Policy.

This policy will be reviewed annually, and the induction process will be updated accordingly.

## 4. Expectations and responsibilities to safeguard children, young people and adults

All SWWB staff, trustees, and volunteers:

- have a responsibility to approach all work with children, young people and adults in a caring and supportive way, creating relationships and spaces that help people to share concerns whilst using our skills to identify when something might be wrong. If you become aware of a safeguarding concern, all staff and volunteers are asked to share this with SWWB's Designated Safeguarding Lead as part of our collective response to safeguarding (see details further below). Yourself, the safeguarding lead, the person who is/may be at risk and any other person elected and decided upon between those individuals will then make a decision about what the next steps are. These actions should prioritise the safety of the individual, this is not about SWWB or professionals 'covering their backs'. We hope this approach can prevent harm or risk from escalating or get people the help they need when it is.

- have a responsibility to provide a safe working environment for all children, young people and adults receiving support from SWWB.

- should always work within this policy (and related policies) and procedures for managing any safeguarding concerns or situations where a child, young person or adult is at risk.

- be mindful that we work within national policy and legislation that sometimes requires us to share information about the people we work with and to work in partnership with other professionals in the best interests of children, young people and adults. This partnership working should prioritise the consent of the people we work with, and where adults have care and support needs or the concerns are regarding a child, we should always discuss with that person any information that we plan to share, and support them to understand this, unless it would be harmful to them to do so. Again, if you are asked to or feel that you need to share information about someone that we work with we ask you to discuss this with the Designated Safeguarding Lead and we will take the same collective approach to safeguarding described above. Working in partnership with other professional agencies can be a key way of ensuring people get the support they need to be safe; it can also pose additional risks for the people we work with. All information sharing that SWWB are required to do under our safeguarding remit should relate to ensuring people's health and wellbeing.

## 5. Conduct with Children, Young People and Adults

Social work staff and volunteers carrying-out Independent Social Work Reports, working directly with children, young people, their families and adults with care and support needs, are all Social

Work England registered and are expected to follow the required standards for conduct, performance, ethics, proficiency and continued professional development.
(See Professional standards - Social Work England)

All staff should take care not to place themselves or a child / young person / adult in a vulnerable position and, in line with this, assessments and direct work undertaken by staff / volunteers for SWWB are conducted in pairs. Included in our Volunteer Handbook and Staff Handbook is our Health and Safety Policy and Code of Conduct, everyone is expected to follow the processes and procedures set out in these documents when meeting with children, young people and adults for the purposes of completing an Independent Social Work Report, or any other activity undertaken with our beneficiaries. Any health and safety incidents should be shared with the DSL and recorded in the Health and Safety incident log.

We model behaviour and relationships that empower people and promote safety. This means: respecting boundaries and body autonomy; enabling people to speak-out and say 'no' when they feel uncomfortable; promoting a culture of consent; intervening when we witness bullying, discrimination or injustice; taking a restorative approach to problems that centres the views of the affected people in the solution.

## 6. Designated Safeguarding Leads

A key part of this policy is recognition that for SWWB to meet its safeguarding responsibilities, it is vital that there is a clear governance structure within the organisation. To this end the procedures outlined below, describe a clear decision-making process when there is a concern for a child, young person or adult. This process requires the appointment of a Designated Person whose role it is to make a decision on behalf of SWWB about appropriate and proportionate action when a child, young person or adult is deemed to be at risk of harm.

We have two Designated Safeguarding Leads (DSL); one sits on our Board of Trustees and the other is a senior member of staff. Our staff DSL operationalises our policy on a day-to-day basis. Our Board level DSL is responsible for keeping the Board of Trustees up to date in relation to safeguarding matters, and is responsible for ensuring the Board is informed of any safeguarding serious incidents so the Board can collectively decide when a serious incident needs to be reported to the Charity Commission. The Board level DSL is also the point of contact in the event that there is a safeguarding concern about our staff DSL.

SWWB's DSL's are accountable for ensuring that appropriate action is taken when a safeguarding concern is shared. They are also responsible for taking a proactive approach to reducing and managing any safeguarding risks. This includes:

- ensuring our safeguarding policy and procedures are updated, included carrying-out any 'lessons-learnt' process following a serious safeguarding incident;
- ensuring everyone has the information and support they need to carry-out their safeguarding responsibilities.

Whilst SWWB's DSL's are responsible for safeguarding, they will always work with the people involved in any safeguarding incidents, including the person who there is a concern about and the person identifying that concern, to collectively work together and decide on the appropriate course of action.

In an emergency situation, for example if there is a risk to life, we recognise that consulting with a Designated Safeguarding Lead before taking action is not the appropriate course of action. In an emergency situation, contact emergency services by making a telephone call to 999. Once the emergency situation has been dealt with, we expect staff/volunteers to contact a Designated Safeguarding Lead and share information about the incident.

## 7. Information Sharing, Confidentiality and Record Keeping

### Information sharing

- When thinking about information sharing, we follow the 'Seven golden rules' as set out in *Information Sharing Advice for practitioners providing safeguarding services for children, young people, parents and carers*.[11]

- SWWB requires that all staff and volunteers understand that our responsibility to safeguard children, young people and adults requires that we all appropriately share concerns with relevant people in a timely manner. We ask that you share information with a Designated Safeguarding Lead initially and then a decision will be about who else to include in information sharing.

- All staff and volunteers should work in the spirit of **openness and transparency** with children, young people and adults at risk, unless in specific instances that this may place the child, young person or adult at further risk.

- The UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 (DPA) provide a framework[12] to support information sharing where practitioners have reason to believe failure to share information may result in the child being at risk of harm. In addition to compliance with the Data Protection Act 2018, GDPR information sharing adheres to Working Together 2023 and Care and Support Statutory Guidance 2023. For adults, consent will be sought before information is shared with other organisations. If an adult is assessed as lacking capacity to consent, then information may be shared in their best interest.

- Whilst sharing information is a key aspect of keeping people safe, we also recognise that there are instances when a professional might have a duty to share information and that could harm someone we are working with. For example, the Home Office might request

[11] DfE non statutory information sharing advice for practitioners providing safeguarding services for children, young people, parents and carers

[12] A 10 step guide to sharing information to safeguard children | ICO

information that could impact someone's asylum application, or the police could request information and the criminalisation of that person leads to harm or further disadvantage. In instances where we believe that information sharing is harmful but there is a duty to share information, we will ensure that we comply with data sharing protocols and share the necessary information and nothing more. Any disclosure of information will be shared with the person via their solicitor unless there is a legally binding obligation not to. See Appendix 1 'Contextual Safeguarding Watching Over Working With framework' to support thinking through when information sharing is helpful or harmful.

**Confidentiality**

- We recognise that all matters relating to child protection and adult safeguarding are confidential.
- The Designated Safeguarding Leads will only disclose personal information about a child, young person or adult to other members of staff on a need-to-know basis only.
- All staff and volunteers must be aware that they cannot promise a child, young person or adult that they won't share information which might compromise their safety or well-being or that of another.

**Record Keeping**

- All staff and volunteers are expected to keep detailed and accurate records of their contact and work with children, young people, their families and adults which will in most instances be in the form of a social work assessment but may also include recording additional notes about telephone calls and emails via our case management system Lamplight.

- All records should be kept secure in line with our data protection policy and data retention policy.

## 8. Recruitment, Development and Supervision of Volunteers

All volunteers who register with SWWB to carry-out work with our beneficiaries, including working with children, young people, families or adults with care and support needs, are required to complete an application form and provide documentation of their:

- Social work registration with Social Work England (or equivalent professional registration body for the devolved nations).
- A current enhanced DBS check that is registered on the online DBS update service
- Two references (for social work students, one reference must be an academic reference to show that they are on a SWE recognised social work course).

SWWB's Volunteer Coordinator is responsible for checking that volunteers SWE registration is current, demonstrating that they have completed the social work regulator's annual review of 'fitness to practice' as a safeguarding professional and continued professional development as a social worker.

SWWB's Volunteer Coordinator is responsible for checking volunteers have DBS checks in line with their responsibilities that are current and registered on the online DBS update service at the point of allocating volunteers to work on an Independent Social Work Report. If a volunteer does not have a current DBS registered on the update service, then SWWB will procure one

Staff, volunteer and trustee applications, DBS checks, references and professional registration details are stored on SWWB's database as a part of their personal record.

Volunteers are required to read the Volunteer Handbook as referenced above during their induction period and confirm they have read it and sign up to the Code of Conduct in their Volunteer Agreement. Direct Work volunteers will be asked to review their understanding of the Safeguarding Policy by a Case Coordinator at the initial case planning meeting. In addition, volunteers must complete an Induction training session, which includes learning about our safeguarding policy.

All direct work and assessments with children, young people and adults are overseen by a case coordinator who will also provide casework supervision and ensure volunteers undertaking Independent Social Work Reports are aware of and understand SWWB's safeguarding policy and procedures at the initial case planning meeting.

## PART II – SAFEGUARDING PROCEDURES

### 9. Designated Safeguarding Leads

The designated safeguarding lead is:

Naomi Jackson (Managing Director, Social Workers Without Borders)

Email: Naomi@socialworkerswithoutborders.org

Tel: XXXXXXXX

The deputy designed safeguarding lead is:

Ben Feder (Head of Direct Work, Social Workers Without Borders)

Email: ben@socialworkerswithoutborders.org

Tel: XXXXXXXXX

The designated safeguarding lead on the Board of Trustees is:

Catherine Lane (Trustee, Social Workers Without Borders)

Catherine@socialworkerswithoutborders.org

**If you need to report a safeguarding concern outside of usual working hours**, please text the Social Workers Without Borders out-of-hours emergency telephone number: **XXXXX**. Please do not call this telephone number as it will only forward texts to a group of staff and trustees who will respond to you as soon as possible. This telephone number is only for reporting safeguarding incidents, health and safety incidents, and data breaches.

### 10. What to do if there are concerns about a child or young person

- If staff or volunteers have any safeguarding concerns about a child, young person or adult-at-risk, they must report these to the Designated Safeguarding Lead (DSL) as soon as possible, and within 24 hours at the latest. Details for Designated Safeguarding Leads can be found at the end of this section.
- If the concerns require emergency safeguarding actions, such as calling emergency services, staff/volunteers must prioritise this before proceeding with the next steps.
- Where safe and possible staff and volunteers should speak transparently with the individual or family about any concerns they hold, explain what steps will need to be followed as part

of these safeguarding procedures and seek their views/consent. If it is not judged safe or viable to do this, staff or volunteers must record why not.

- The safeguarding concern must be recorded as a safeguarding incident using SWWB's online Safeguarding Incident Form: https://forms.office.com/pages/responsepage.aspx?id=HGhecRUyy0mnDB3K_y_GkObj1wBetVpNqzlGSYJH-CBURFNRNjc0RjBGRUpBUVJMTlhISTRZREk4QS4u&route=shorturl(a copy of the form is available to view at Appendix 3). The person reporting the concerns may choose to have an initial triage consultation with the DSL before completing the form, or they may wish to submit the form and then call the DSL for a consultation.
- If the DLS is not available, staff/volunteers should report to the deputy DSL. In the event that neither DSL or deputy DSL are available, the lead trustee for safeguarding will be the responsible DSL.
- During the triage call and/or after reviewing the Safeguarding Incident Form, the DSL will take a view on what next steps (if any) are appropriate and proportional, including whether an immediate referral to Children's Services or Adult Social Care is required. The DSL will lead on making any external safeguarding referrals.
- Where immediate action / safeguarding referrals are not required, consideration should be given to how SWWB can support any identified welfare needs within the remit of our involvement (generally this would be via signposting or supported referrals). Consideration should be given to how to best include the individual or family in these discussions.
- The DSL must keep a record of any decisions and outcomes following the completion of a safeguarding incident form.

## 11. Dealing with an accusation against another member of staff or volunteer

- In a situation where an allegation is made against an SWWB volunteer or staff member, the member of staff or volunteer receiving the allegation will immediately inform the DSL Naomi Jackson.
- If the allegation made to a member of staff concerns one of the Designated Safeguarding Leads, then the person receiving the allegation will immediately inform the other DSL, who will then share the allegation with a trustee who is not implicated in the allegation.
- Suspension of the member of staff or volunteer against whom an allegation has been made needs careful consideration and is a Trustee decision. In such a situation the DSL will call an emergency Trustee meeting to facilitate a board decision and a plan of action. If suspension is required, the member of staff or volunteer will be spoken to as soon as possible with the decision confirmed in writing.

(See SWWB whistleblowing policy and serious incidents policy)

## 12. Making a referral and following up on ISWR recommendations

- The DSL or Deputy DSL will review all Safeguarding Incident Forms and take the appropriate course of action within 24 hours, or sooner if this is the proportionate response to the incident.
- The DSL/Deputy DSLwill liaise with the person whom the concern is about, and the person raising the concern, and collectively agree the next steps.
- The DSL/Deputy DSL has final responsibility for deciding whether a Local Authority safeguarding referral (or other agency) is required and ensuring a safeguarding referral is made, following locality specific procedures.
- There may be times when a person has an unmet need that does not warrant a safeguarding referral, but it would benefit the person to have some additional care or support. We are alert to the fact that the process of completing a social work assessment is likely to uncover these kinds of unmet needs. We encourage social workers to make additional recommendations in their Independent Social Work Report in addition to responding to the questions set out in the Letter of Instruction prepared by the person's immigration solicitor. In these instances, the Head of Direct Work will work in partnership with the person/s subject to assessment and person/s who have completed the assessment to identify next steps. Whilst SWWB will make referrals for other services/community resources, our position as independent expert witnesses means that we do not provide on-going support for the people we provide Independent Social Work Reports for.
- If the concern is related to a person overseas, the DSL (Naomi Jackson) will consult with Children and Families Abroad (CFAB), using their helpline for professionals and will follow their advice.

## 12. And what else can we do?

As well as making safeguarding referrals or signposting/referring people to other services, we may come across institutional harms or professional misconduct that requires as to act in order to keep people safe. Some examples include:

- Raising a concern with Ofsted or CQC about the quality of a residential care setting;
- Reporting a social worker to SWE if there is reason to believe their behaviour is harmful and does not comply with our professional standards;
- Reporting a solicitor/legal firm to the Solicitors Regulatory Authority if we come across legal practice that puts people at risk of harm;
- Reporting breaches of data protection to Information Commissioners Office;
- Making a complaint to the Prisons and Probation Ombudsman when a person in prison has been harmed due to a failure to provide them with care and safety;
- Making a complaint about a police force where police conduct is harmful;
- Raising a concern with Independent Chief Inspector of Immigration and Borders when the conduct of UK Border Force staff is harmful;
- Raising a concern with the Children's Commissioner about breaches of children's rights.

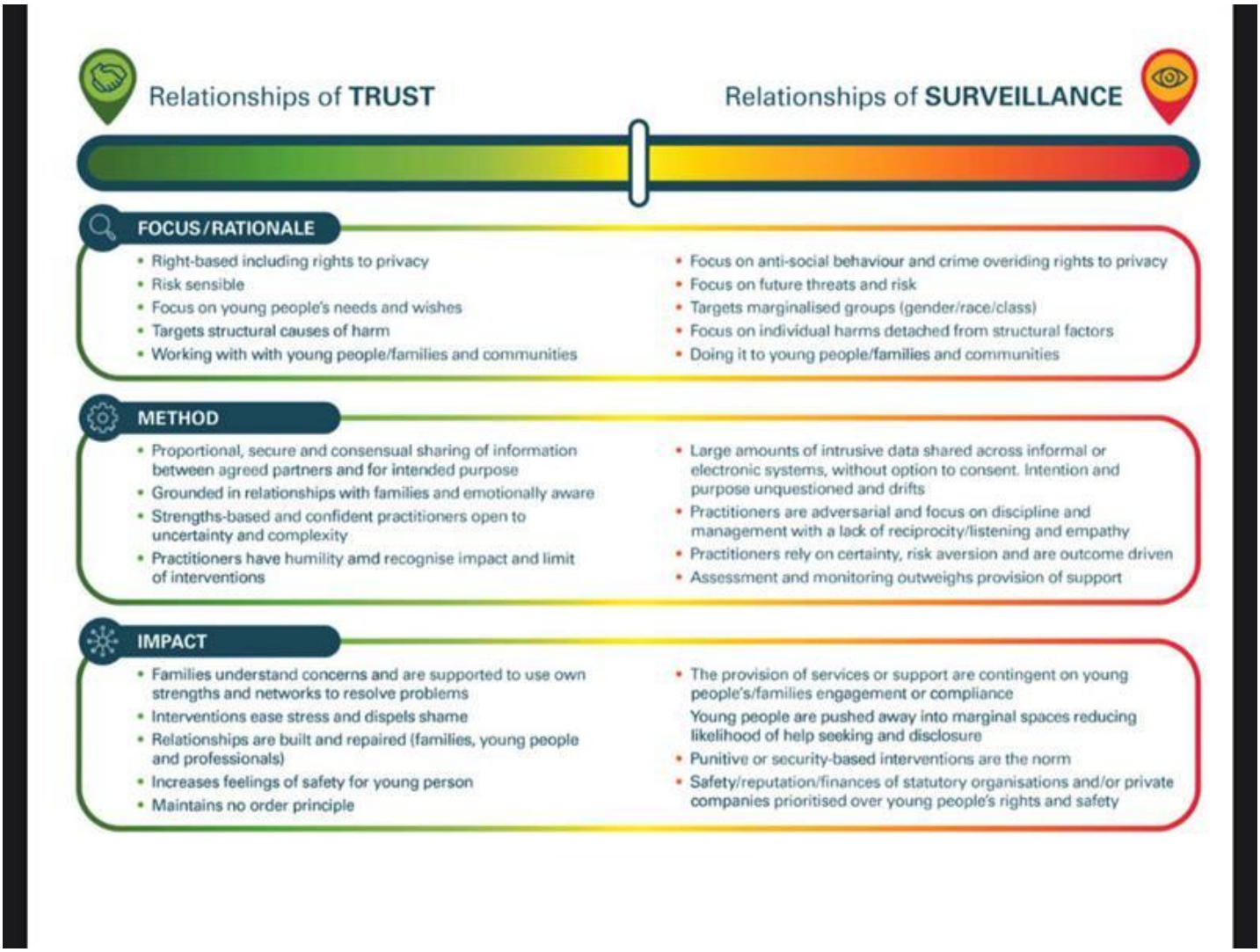
## 13. After-care

SWWB recognises that working with risk and unmet needs can be emotionally challenging. Often safeguarding concerns are not 'clear-cut' and there can be a degree of uncertainty that can feel uncomfortable. As long as it does not breach another person's rights, we will keep everyone informed of the outcome of any safeguarding concern that has been raised because we recognise that having a sense of resolution is important. DSLs will offer everyone the opportunity to confidentially debrief about how they have been affected by a safeguarding incident, providing a safe space to talk about and make sense of the emotional impact of the work. We take a collective approach to safeguarding so as we can collectively and mutually care for each other, share the burden of holding uncertainty, and bring different perspectives and knowledge to a situation. We invite feedback about SWWB's approach to safeguarding and are open to challenge and learning from each other.

**Approved:** 22nd October2025
**Review Date:** October 2026

**Appendix 1:**

The Contextual Safeguarding Watching Over Working With framework has been produced to guide safeguarding responses that promote relationships of trust and mitigate inequalities that can be entrenched where relationships are based on surveillance of individuals, families and communities. The framework is detailed below, and further information is available here from the Contextual Safeguarding Network here:
https://www.contextualsafeguarding.org.uk/resources/toolkit-overview/watching-over-working-with/



**Appendix 2:**

**Social Workers Without Borders Direct Work Volunteer Code of Conduct**

The purpose of this Code of Conduct is to provide Direct Work volunteers with clear expectations, guidelines, and best practices for fulfilling your volunteer roles.

This Code of Conduct is underpinned by our organisational values, policies and procedures, the Code of Ethics for Social Work, and our professional standards set out by Social Work England.

We ask all volunteers to:

- Follow SWWB's policies and procedures, including our Children, Young People and Adult Safeguarding Policy, Health and Safety Policy, Data Protection Policy and Privacy Notice
- Reflect on and uphold SWWB's organisational values: Migration justice, Solidarity, Rights-based, Collaboration, Excellence, Respect

**Your role as expert witness**

- As a volunteer social work assessor, you must familiarise yourself with the specific duties, expectations and role of independent expert witnesses in immigration proceedings
- You will need to keep in mind the requirement to remain independent and objective throughout:
    - your interactions with beneficiaries, other people involved in assessments, and instructing legal representatives
    - when writing up case notes and reports
- Flag any potential conflicts of interest (actual or perceived) if and when they arise

**Pre-assessment and planning**

- Complete your volunteer induction session ahead of starting an assessment
- Be realistic about the time commitment over an 8-week period (6 weeks for first draft and up to a further 2 weeks for amendments). This includes a case planning meeting (remote), assessment (in-person), time for research and report writing
- Work with your team to make a workplan for the assessment that you can commit to
- Communicate any changes that might affect your capacity / the workplan with as much notice as possible
- Prepare for your initial case planning meeting by reviewing the instructions and case documents ahead of the meeting

**Home visits / assessments**

- No lone working: LSWA & SSWA carry out an in-person assessment together
- Clearly introduce yourself, your role and SWWB to the individual / family members and ensure the purpose of the assessment and next steps are clear *[see beneficiary intro flyer]*
- Run through the information in the Privacy Notice and seek written consent *[privacy notice and consent form]*

- Be respectful of the individual / family's space, time, cultural norms, communication needs and preferences
- Apply our organisational values by approaching interviews in a trauma-informed way, establishing safety, and promoting choice and control for beneficiaries throughout the assessment process. *We do social work with people, not to people*
- Commit to anti-racist practice. This includes challenging our own and one another's biases
- Practice with cultural humility and demonstrate respectful curiosity

**Accountability & supervision**

- Communicate at the earliest opportunity if you're struggling to meet timescales, getting stuck in your writing, have concerns / questions, so that we can provide timely support and keep legal representatives updated
- Equally seek support and guidance from your case coordinator in the first instance for complex issues

**Confidentiality and Privacy**

- Respect the privacy of the people we work with
- Maintain strict confidentiality regarding any personal or sensitive information shared
- Ensure that all personal data is stored and handled securely, in line with SWWB Data Protection Policy and Procedures
- Do not discuss or share details outside of the professional setting, either within the organisation or externally

**Safeguarding**

- Safeguarding is everybody's responsibility. If you have a concern about somebody's safety or welfare, you must take appropriate action
- Follow the SWWB Safeguarding policy should any safeguarding concerns arise, ensuring that any concerns are flagged and recorded without delay

**Maintaining boundaries**

- Avoid forming personal relationships with beneficiaries outside of the volunteer role
- Understand where our role and responsibilities begin and end. We recognise the value of sustained support, but it is beyond the scope of our role to provide this
- Where appropriate, liaise with the Head of Direct Work about signposting for advice and support

**Health and Safety**

- Help foster an organisational culture of care and community. Care for the health, safety and wellbeing of one another, and embrace the care we can give and receive from one another

- Follow SWWB Health and Safety Policy and initial case planning procedures, including home visit risk assessment

**Resolving problems**

- Approach problems and conflict in a collaborative way, recognising the importance of hearing and valuing everyone's perspectives
- Communicate and share any problems with a member of the staff team as soon as possible
- Centre open and honest communication and feedback

**Complaints**

- We value feedback and want to foster an organisational culture of learning, development and accountability. If you have any need to raise a complaint about SWWB, please be assured this will be met with openness and professionalism
- Our Complaints Policy is publicly available on our website

**Appendix 3:**

**Safeguarding Incident Form**

This form is for sharing information about safeguarding incidents that are encountered whilst undertaking work with Social Workers Without Borders. Please complete this form with as much detail and clarity as possible. Thank you.

1. **Name of the person completing this form. Required to answer.**
2. **Date the form was completed. Required to answer.**
3. **Date of the safeguarding incident. Required to answer.**
4. **Name of the person whom the safeguarding incident concerns. If there are multiple people concerned, please give the names of all people subject to the concern and their relationship to each other. Required to answer.**
5. **Is the person named in Question 4 an adult or a child? Required to answer.**
6. **Does the person named in question 4 know that a Safeguarding Incident Form has been completed? Required to answer.**
7. **Please describe the reason for having a safeguarding concern. Please describe what you saw or heard in detail. Please make it clear what aspects of the concern are a factual occurrence and which parts of the concern are your professional opinion. Please detail the context in which the observation or disclosure took place. Required to answer.**
8. **Who else was present during the incident? Please provide names and roles of people present. Required to answer.**
9. **Where did the incident take place? Required to answer.**
10. **Do you have any additional documents/evidence that you are able to share in relation to this incident? For example, a screenshot, photograph, a child's drawing. Required to answer.**
11. **Have you discussed your concern with the person named in question 4? If so, what are their views about the incident? What would they like to happen next? What outcome do they think would be helpful? If it has not been discussed with the person named in question 4, please let us know why it wasn't discussed - would sharing your concern create a potential risk for anyone? (Don't worry if you didn't discuss it at the time, we can have a follow-up conversation if appropriate). Required to answer.**
12. **In your professional opinion, what do you think should happen next? What outcome do you think would be helpful? Required to answer.**