

SAFEGUARDING

At IAM RoadSmart we understand that one-to-one situations are unavoidable at times. This guide aims to equip you with the confidence to operate safely and should be considered as best practice. Through raising awareness of the risks and measures that can be taken, we aim to keep everyone safe.

Volunteers should also be aware of the risks that operating one-to-one presents to them. For example, Individuals are less able to defend unfounded and unjust allegations.

All individuals must act in a professional manner as one-to-one situations have the potential to increase our customers/members vulnerability to harm by those who seek to exploit their position of trust.

Both above possibilities should be recognised so that sensible and reasonable precautions are taken.

BEST PRACTICE

Identify any potential risk factors prior to meeting an individual on a one-to-one basis. Think about who you are meeting and the suitability of the location.

Encourage an open dialogue within your group regarding safeguarding.

Build professional relationships based on mutual trust.

Operate in an open environment, avoiding secluded or isolated situations.

Treat all individuals equally, with dignity and respect.

Keep all communication through any means including by phone, text, letter, social media, or email professional and appropriate.

MEETING POINT

- A public place with plenty of people around.
- A safe, well-lit area. Such as a car park.
- Near to facilities.
- Recommended locations: Supermarkets and Motorway Service Stations.

- Avoid meeting in multi-storey car parks.
- Avoid meeting in dark areas.
- Steer clear of poorly made-up road surfaces.

For safety and welfare reasons associates will not be invited into an Observers home, nor should Observers arrange to meet an associate in their home, except in exceptional circumstances.