

DOORSTEP SUPPORT INITIATIVE (DSI)

SAFEGUARDING POLICY

Simple, Achievable, Non-Negotiable*Version 1.0 | Effective: August 2026*

OUR COMMITMENT

The DOORSTEP SUPPORT INITIATIVE exists to bring support with dignity. We will never allow our work to cause harm. Every child, vulnerable adult, and family we serve has the right to be safe, respected, and protected.

WHO THIS POLICY COVERS?

This applies to everyone acting for DOORSTEP SUPPORT INITIATIVE: Staff, Regional Coordinators, Volunteers, Trustees, Partners, and Contractors. If you deliver, pack, assess, or visit, this is for you.

CODE OF CONDUCT: The Doorstep Standard

We ALWAYS: Treat everyone with dignity – No judgment, no photos without consent, no sharing personal stories. We work in pairs – No staff or volunteer enters a home or institution alone. Minimum 2 people on every Support Route. We ask before acting – Get verbal consent before entering a home, praying, or taking photos. We report concerns immediately – See something, say something. No concern is too small. We respect boundaries – No gifts, money, or contact details exchanged privately with beneficiaries. No social media contact with children.

We NEVER: Harm or threaten – No physical, emotional, or sexual abuse. Zero tolerance. Exploit or favour – No bribes, no special treatment for personal gain, no relationships with beneficiaries. Share data – No posting addresses, names, or stories online without signed DOORSTEP Consent Form. Visit alone – Especially with children or vulnerable adults. Ignore a disclosure – If someone tells you they're unsafe, you must act.

SAFER RECRUITMENT – Simple Steps

Before anyone joins a DOORSTEP SUPPORT INITIATIVE team: Application Form – Basic details + 2 referees. One must be a responsible person, experience, or given to service. ID Check – Copy of government ID document held on file. Self-Declaration – Sign to confirm no past convictions or safeguarding concerns. Basic DBS/Police Check – For all who visit homes, care homes, or schools. UK: Basic DBS. Other countries: local equivalent. Paid by DOORSTEP SUPPORT INITIATIVE.

Safeguarding Training – 1-hour induction before first delivery. Covers this policy + how to report. We keep it simple so local residents and volunteers can join quickly, but safe so beneficiaries are protected.

HOW WE WORK WITH CHILDREN & VULNERABLE ADULTS

At Homes: Knock, wait, identify yourself. Only enter if invited. Two DOORSTEP team members present at all times. A responsible adult must be present if children are home. At Schools & Care Homes: Always sign in. Deliver to staff only, not directly to children or residents unless staff request and are present. Follow the institution's own safeguarding rules. Photos & Stories: Only with signed DOORSTEP Consent Form. No faces of children without parent/guardian written consent. No surname, address, or school name published. Dignity first – no “poverty porn.”

REPORTING A CONCERN – The 3-Step Rule: If you see it, hear it, or suspect it:

Step 1: Make Safe – If someone is in immediate danger, call local emergency services: UK 999, or local equivalent. Stay with them if safe. **Step 2:** Report Within 24 Hours – Inform the DOORSTEP Safeguarding Officer. If they're not available, tell the Project Lead. Use the DOORSTEP Concern Form. **Step 3:** Write It Down – Date, time, what you saw/heard, who was involved. Keep facts, not opinions. Give it to the Safeguarding Officer. Do not investigate yourself. You will be protected for reporting. DOORSTEP SUPPORT INITIATIVE will not penalize anyone raising a concern in good faith.

RESPONDING TO CONCERNS

Within 24 hours: Safeguarding Officer logs it and decides next steps. If criminal: Report to police/social services immediately. If internal: Investigation within 7 days. Person may be suspended during investigation. Always: Inform the beneficiary that action is being taken. Support offered. Records: Kept securely for 7 years. Only Safeguarding Officer + Project Lead access.

TRAINING & ACCOUNTABILITY

All team members complete 1-hour DOORSTEP Safeguarding Induction before starting. Refresh yearly. Team Leads get extra 2-hour training on handling disclosures.

Policy Review: Every 12 months or after any serious incident.

BREACH OF POLICY

Failure to follow this policy may result in:

Removal from DOORSTEP SUPPORT INITIATIVE activities. Report to police/statutory agencies if law is broken. Notification to charity regulators if required. Our beneficiaries' safety must be of top priority while rendering service.

DECLARATION

I have read, understood, and agree to follow the DOORSTEP SUPPORT INITIATIVE Safeguarding Policy.

Name/Role:

Signature/Date: