

REACHOUT

Safeguarding Policy & Code of Conduct: Summary for external visitors and partners.

If an individual or organisation is volunteering for ReachOut on a one-off basis, they must read over this summary safeguarding policy and code of conduct and confirm via email that they have read, understood and comply with the information below. You'll also need to read, understand and agree to comply with our Safeguarding Policy which can be found [here](#) or at <https://www.reachoutuk.org/wp-content/uploads/2025/12/ReachOut-Safeguarding-Policy-December-2025.pdf>.

ReachOut Safeguarding contacts

Designated Safeguarding Lead: Alice Cleary – alice.cleary@reachoutuk.org / 07379096203

Deputy Safeguarding Lead: Melissa Clark – melissa.clark@reachoutuk.org / 07379096448

Deputy Safeguarding Lead: Kiran Khela – kiran.khela@reachoutuk.org / 07379096232

Safeguarding Summary

At ReachOut our top priority is keeping our young people safe. Please see below the flowchart of our reporting process if you are concerned about a young person. **You should report anything that you see/hear that gives you reason to be concerned for the safety or wellbeing of a young person immediately to a member of ReachOut Staff.** Any **concerns about an adult at risk** (including mentors) should be reported following the same reporting procedure, usually used for concerns about young people. For a summary of some key signs/symptoms that a young person might be at risk, please refer to page 6 of the safeguarding policy.



Remember that a member of ReachOut staff will be around to support you during your session with the young people, so you will not be alone in managing any safeguarding concerns that arise!

Volunteer Code of Conduct

At ReachOut we expect everyone to behave respectfully towards each other in order to get the most out of their time with us. We therefore ask you to agree to the code of conduct below:

1. Bring a positive attitude to *ReachOut* and engage fully with all activities, being kind and fair and role modelling the behaviour that we want to see in our young people. For example, participating enthusiastically; refraining from using mobiles or taking photos during sessions.
2. Maintain appropriate boundaries with young people, ensuring that the mentor-mentee relationship is professional and no behaviours are displayed that would indicate a low-level concern as outlined in our Safeguarding Policy. For example, no hugging or touching – you can suggest fist bumps instead.
3. Follow *ReachOut's* safeguarding guidance, promoting the welfare of young people and recording and reporting all concerns about a young person's safety. If on a Project, please report to the Youth Development Lead. If on a Horizon Building Visit, please report to the supervising member of ReachOut Staff. This includes any concerns relating to another volunteer or ReachOut staff member. In this situation the concern should be reported directly to Designated Safeguarding Lead .
4. Act responsibly and within the law at all times and adhere to the organisation's rules, procedures and standards, including health and safety procedures and its equal opportunities policy in relation to staff, volunteers and young people .
5. Maintain the confidential information of the organisation, its activities, other volunteers, supporters and young people .
6. Strive to uphold *ReachOut's* reputation if speaking about the organisation publicly, for example on social media, and being a representative of *ReachOut* at all times.