



PELVIC PARTNERSHIP SAFEGUARDING POLICY

1. Policy purpose

Our charitable activities include offering support and information to vulnerable people during and/or after pregnancy, experiencing pregnancy-related pelvic girdle pain (PGP), which can have significant impacts on their physical and mental health.

The purpose of this safeguarding policy is to protect our team, including our frontline volunteers and our service users.

2. Safeguarding principles

We believe that:

- Nobody who is involved in our work should ever experience abuse, harm, neglect or exploitation.
- We all have a responsibility to promote the welfare of all of our beneficiaries, staff and volunteers, to keep them safe and to work in a way that protects them.
- We all have a collective responsibility for creating a culture in which our people not only feel safe, but also able to speak up, if they have any concerns.

3. Safeguarding for our team

As well as general engagement with service users and supporters on social media, we provide support services to women with PGP, moderated by our team of frontline volunteers:

- Facebook support group for women and birthing people with PGP
- 1:1 telephone helpline
- 1:1 support over email and direct message on our social media

To ensure our volunteers are supported and able to perform their roles as effectively as possible, we have a series of supports available:

- Clinical supervisor available to all frontline volunteers for 1:1 supervision as required, for any issues the volunteer may wish to discuss
- Informal team WhatsApp group for all frontline volunteers to offer mutual support, workshop responses on the support group and the telephone helpline and flag any issues or triggers
- Regular boundaries and peer support training

- Informal feedback mechanisms with the Chair and Co-ordinator

While our volunteers are all motivated to support women experiencing PGP as much as possible, we remind them that we are not the 4th emergency service – we do not need to respond instantly to all requests for support, and the safety and wellbeing of our volunteers is vital. Often our role is to signpost on to further support where there is more capacity to assist.

4. Safeguarding for our service users

Given the challenges our service users are likely to be facing, we recognise that the women we connect with on our helpline and on social media may be reaching out at a vulnerable time in their lives.

We take considerable steps to protect our service users, including clear rules in our Facebook support group. We have zero tolerance for bullying, harassment, discrimination and don't allow recommendations of specific exercises or practitioners on the platform, but we do have a separate mechanism for recommendations on our website. We encourage women to seek medical advice on issues like medication.

If issues are deemed too sensitive or complex to be discussed publicly on the Facebook support group, volunteers encourage service users to contact the Pelvic Partnership telephone helpline or signpost to relevant support services.

5. Recognising, responding and reporting safeguarding concerns

Pelvic Partnership team members are encouraged to speak with the Clinical supervisor if there are any issues or concerns they wish to discuss, relating to internal matters or a safeguarding concerns about a service user. The supervisor is external to the organisation and bound by confidentiality and to act in the volunteer's and/or the service user's best interests. If team members believe that a crime is in progress, or an individual is in immediate danger, they should call the police.

If complaints are made about any recommended practitioners on the Pelvic Partnership website, we will remove them from our list and will report to the relevant regulatory body if there is a serious complaint about their conduct.

Approval and review

Approval by	Date	Next review date
Chair	7/11/2022	7/11/2025