

Vulnerable People – working with

Details

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The SWVG is committed to supporting and befriending asylum seekers and refugees.

We focus our work with adults over the age of 18. We never take referrals of children, but recognize that in rare cases, clients may have children.

We restrict our work to those clients who are able to function in the community without specialized health or social care.

At recruitment:

Potential visitors are checked through the Criminal Records Bureau process. All visitors working with children, the elderly or vulnerable clients need to be checked by the Criminal Records Bureau (CRB). SWVG arranges CRB clearance for visitors through Harwin Associates Ltd, a registered criminal record vetting agency which complies with the CRB Code of Practice in relation to confidentiality and secure record keeping. Visitors attend an initial learning meeting to assess whether they wish to join. Issues concerned with working with vulnerable people are discussed at that meeting.

At induction:

New visitors are provided with a training course covering all aspects of the work, including a specific section on working with vulnerable people. This is a further opportunity for screening visitors and gauging their strengths and talents. The course and the handbook that accompanies it covers:

- Visitor behaviour
- Limits of competence of befrienders
- Assessment of risks
- Referring clients to specialist care
- Empowerment
- Non-judgmentally working from the client's perspective and respecting their religion

Additionally, initial visits are supervised.

When working with clients:

- Visitors are strongly advised to meet clients in public places
- Visitors are strongly advised never to see children without the accompaniment of their parents
- On-going training evenings and visitor support groups provide the forum for discussing issues that arise out of the work
- Clients are given the contact details of a back up visitor and a card containing the contact details of the coordinator and chair

Southampton and Winchester Visitors Group *Working with asylum seekers and refugees*

Patrons: Miriam Margolyes OBE, John Pilkington, Dr Shirley Firth **Registered charity:** 1103093

SWVG P O Box 1615 Southampton, SO17 3WF

Email: admin@swvg-refugees.org.uk **Telephone:** 0750 317 6350 **Web:** www.swvg-refugees.org.uk



- The visit coordinator makes every effort to match the skills of the visitor with the needs of the client e.g. by gender
- Visitors are advised to respect the client's decisions

All volunteers and staff are given a copy of this policy.
Referring Agencies are made aware of this policy

The executive committee is committed to monitoring the effectiveness of this policy. It does so by:

- Telephone contact between visitors and the co-ordinator
- Regular visitor meetings (bi monthly) and support group

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