Community Participation Policy

PRN-022: Community Engagement and Outreach Policy
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
Email: admin@carehopes.com
Version Number: V01 20260815
Date of Review: (August 2026)

---

1. Policy Introduction

CAREHOPES, the trading name of AI Auto-Tech Ltd, is committed to supporting service users to participate meaningfully, safely, and confidently in their communities. Community participation enhances wellbeing, reduces social isolation, promotes independence, and strengthens social connections.

This policy outlines how companions facilitate safe, appropriate, and person-centred community engagement while maintaining professional boundaries, safeguarding responsibilities, and organisational standards.

2. Key Principles

- **Person-centred:** Community participation must reflect the service user's interests, preferences, and goals.
- **Safety:** All activities must be risk-assessed and safeguarding-compliant.
- **Inclusion:** Activities must promote equality, diversity, and cultural respect.
- **Empowerment:** Companions support independence rather than create dependency.
- **Boundaries:** Companions maintain professional limits at all times.
- **Non-duplication:** Companions must not duplicate services already provided by external professionals.
- **Accountability:** All community activities must be documented accurately.

3. Policy Statement

CAREHOPES ensures that:

- Service users are supported to engage safely in community activities
- Activities are risk-assessed and appropriate

- Companions maintain professional boundaries
- Safeguarding rules are followed at all times
- Cultural, religious, and personal preferences are respected
- Community participation aligns with care and support plans
- Staff avoid proxy working or unauthorised shift swapping
- Activities comply with organisational policies and legal requirements

4. Purpose

- Promote social inclusion and reduce isolation
- Support service users to access community resources
- Enhance wellbeing, confidence, and independence
- Ensure safe and structured community engagement
- Provide clear guidance for companions
- Strengthen safeguarding and risk management

5. Scope

This policy applies to:

- All employees
- Volunteers
- Contractors
- Agency workers
- Zero-contract workers (**PRN-149**)

It covers community participation in:

- Social activities
- Cultural events
- Religious gatherings
- Recreational outings
- Educational activities
- Community centres
- Public spaces

- Group companionship
- Multi-staff working environments

6. Related Policies

PRN-107 Care and Support Planning Policy PRN-109 Companionship Standards Policy PRN-110 Cultural Competence Policy PRN-112 Data Protection and GDPR Policy PRN-113 Deprivation of Liberty Awareness Policy PRN-139 Social Isolation Reduction Policy PRN-143 Wellbeing Monitoring Policy PRN-145 Working in Pairs and Multi-Staff Working Policy PRN-146 Working with Other Social Workers and Carers Policy PRN-147 Proxy Working Principle PRN-148 Use of Personal and Service Users Gadget Policy PRN-150 Working with Vulnerable Children Policy

7. Principles of Community Participation

7.1 Person-Centred Engagement

Activities must be:

- Chosen by the service user
- Aligned with their interests
- Culturally appropriate
- Respectful of personal preferences

7.2 Safety and Risk Management

Companions must:

- Conduct risk assessments
- Follow safeguarding rules
- Avoid unsafe environments
- Ensure appropriate staffing (single or multi-staff)
- Follow allocation restrictions (e.g., gender-based child safeguarding rules)

7.3 Professional Boundaries

Companions must:

- Avoid personal involvement
- Avoid emotional dependency
- Maintain respectful distance
- Avoid inappropriate physical contact

- Avoid sharing personal information

7.4 Cultural and Religious Inclusion

Companions must:

- Respect cultural practices
- Support participation in religious activities
- Avoid imposing personal beliefs
- Follow PRN-110 Cultural Competence Policy

8. Types of Community Participation

8.1 Social Activities

Examples include:

- Walks
- Coffee outings
- Social clubs
- Community events

8.2 Recreational Activities

Examples include:

- Parks
- Libraries
- Museums
- Sports activities (non-contact only)

8.3 Cultural Activities

Examples include:

- Cultural festivals
- Heritage sites
- Art exhibitions

8.4 Religious Activities

Examples include:

- Church, mosque, temple attendance

- Faith-based community events

8.5 Educational Activities

Examples include:

- Workshops
- Classes
- Community learning sessions

9. Safeguarding Requirements

9.1 Vulnerable Adults

Companions must:

- Follow PRN-143 and PRN-148
- Avoid unsafe environments
- Report concerns immediately
- Document observations

9.2 Vulnerable Children

Companions must:

- Follow PRN-150
- Maintain strict allocation rules
- Avoid unsupervised contact
- Avoid physical contact
- Report concerns immediately

9.3 External Professionals

If external professionals are already providing a service:

- Companions must skip that service
- Document: *"Service already being provided by other service: {name of service}."*
- Avoid duplication
- Avoid conflict
- Escalate concerns to management

10. Prohibited Activities

Companions must **not**:

- Provide personal care
- Engage in physical sports
- Attend private family events unless authorised
- Enter unsafe environments
- Transport service users without approval
- Participate in activities that breach boundaries
- Engage in proxy working
- Swap shifts without TC approval

11. Documentation Requirements

Companions must document:

- Activities completed
- Locations visited
- Risks observed
- Safeguarding concerns
- External professionals present
- Multi-staff involvement
- “Service already being provided” entries

Records must be factual, objective, and securely stored.

12. Roles and Responsibilities

12.1 Trustees

- Oversee governance and compliance

12.2 Senior Management

- Approve community participation strategies
- Ensure safety and compliance

12.3 DSL

- Review safeguarding concerns
- Provide guidance and training

12.4 Managers

- Conduct risk assessments
- Approve activities
- Support staff

12.5 Staff

- Follow plans and policies
- Maintain boundaries
- Document accurately
- Report concerns

13. Non-Compliance

Non-compliance may include:

- Boundary breaches
- Safeguarding failures
- Proxy working
- Poor documentation
- Unsafe behaviour

Consequences may include:

- Retraining
- Formal warnings
- Suspension
- Termination
- Referral to safeguarding authorities

14. Policy Review

This policy will be reviewed annually or sooner if required due to:

- Legislative changes
- Safeguarding updates
- Organisational changes
- Audit findings