



Just Care Community – Family Verification & Safeguarding Policy

Purpose

At Just Care Community (JCC), we are committed to keeping **carers and clients equally safe**.

This policy outlines how families (or individuals seeking care) are verified before using the platform and the standards of behaviour expected from all members.

Our aim is to create a trusted environment where carers can confidently accept placements and families can access genuine, compassionate care — free from risk, exploitation, or harm.

1. Identity Verification

All families registering on the Just Care Community platform must complete an **identity verification process** before advertising or hiring a carer.

Verification may include:

- A valid **photo ID** (passport, driving licence, or national ID card)
- **Address confirmation** (utility bill or official correspondence dated within 3 months)
- **Verified payment method** linked to the same name and address

This information is securely stored and processed in line with **GDPR** and **data protection legislation**.

2. Proof of Care Need

To ensure transparency and safeguard our carers, JCC may request evidence of a genuine care requirement, such as:

- A GP or healthcare professional's letter
- Confirmation of benefits such as Attendance Allowance or Direct Payments
- Reference from a previous carer or agency

This prevents misuse of the platform and ensures placements are legitimate.

3. Behavioural Standards

Families and carers must uphold JCC's **Code of Conduct**, which requires:

- Treating all parties with respect, dignity, and professionalism
- Maintaining a safe, inclusive, and non-discriminatory environment
- Zero tolerance for abuse, harassment, or coercive behaviour
- Respecting agreed working hours, rest breaks, and privacy

Any breach may result in immediate suspension or permanent removal from the platform.

4. Community Safeguarding

Just Care Community operates a **mutual feedback and rating system** so that carers and families can report experiences and help maintain trust across the platform.

- Carers can leave private or public feedback on family profiles.
 - JCC reviews any reports of unsafe or inappropriate conduct.
 - Serious allegations are investigated in line with safeguarding and legal requirements.
 - Repeat or serious offenders will be removed and, where necessary, reported to authorities.
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5. Emergency Safeguarding Measures

Carer safety is a priority during placements.

JCC may provide the following tools and procedures:

- **Verified contact information** and emergency contact for every family
- **Check-in and arrival confirmation** systems (OTP or app-based)
- **24-hour emergency contact form** for carers needing support

In emergencies or where a carer feels unsafe, JCC will assist in alerting relevant authorities or emergency services.

6. Data Protection & Confidentiality

All verification documents and safeguarding reports are handled confidentially and used solely for the purpose of community safety and compliance.

Information is stored securely and only accessible by authorised JCC administrators.

7. Agreement

By joining Just Care Community, families confirm that:

- They have completed identity verification truthfully
- They understand and agree to this policy
- They will cooperate fully with any safeguarding investigation

All carers and clients must **read, understand, and sign** JCC's policies before accepting or advertising placements.

Our Promise

We believe safe care starts with **mutual respect and accountability**.

JCC exists to empower carers and families to work together directly — with fairness, transparency, and peace of mind at every stage.

Signed /
 (Client/Family representative) (Carer)

Date