

Safeguarding Policy

Summary

Supplytrain is committed to practices that protect the safety & welfare of children, young people and vulnerable adults from harm and treat them with dignity and respect. At the same time Supplytrain will protect its staff from the risk of unfounded allegations. Supplytrain will seek to ensure that any child, young adult or vulnerable adult receiving services from Supplytrain can access our services in safety without fear of abuse.

Supplytrain will seek to implement its policy on the protection of children, young adults and vulnerable adults by:-

- Ensuring that all staff who have regular, direct and unsupervised contact with children, young adults and vulnerable adults are carefully selected including a check with an Enhanced DBS check. Supplytrain will commit to appropriate level of staff training where necessary.
- Ensuring that all our sub-contractors who have regular, direct and unsupervised contact with children, young adults and vulnerable adults have effective policies and procedures in place and they will also adhere to the same clearance process (enhanced DBS).
- Giving all the parties involved and the general public information about what they can expect from Supplytrain in relation to protecting and safeguarding children, young adults and vulnerable adults.
- Ensuring that there is a clear complaint procedure in place that can be used if there are any concerns.
- Sharing information about concerns with appropriate agencies that need to know and involving vulnerable adults and their carers as appropriate.

Scope

For the purposes of the policy a member of staff covers employees including casuals and volunteers, work experience placements and trainees.

This policy applies to all staff regardless of whether or not they have regular contact with children, young adults and vulnerable adults.

Definitions

A vulnerable person (child, young adult or vulnerable adult) is someone who by reason of mental or other disability, age or illness is unable to take care of themselves or unable to protect themselves against significant harm or exploitation.

An adult for the purposes of this policy is anyone over 18 years of age.

Background Documents

This policy should be read in conjunction with the following policies:-

- Equalities Policy
- Complaints Policy
- Customer Safeguarding Notice
- Disciplinary and Capabilities Procedure

- Data Protection Policy
- Whistle-blowing Policy
- Health and Safety Policy

Procedures

These procedures seek to ensure that all staff have a clear understanding of their responsibilities when working with children, young adults and vulnerable adults. The aims of these procedures is to ensure that staff:-

- Recognise the signs of abuse and what appropriate course of action should be taken in the circumstances
- Understand the potential risk to themselves and ensure that good practice is adhered to at all times
- Recognise signs of improper behaviour from other staff and report it to the Monitoring Officer at the earliest opportunity

What is abuse?

1. Physical abuse

May involve actions such as hitting, shaking and burning as well as the use of inappropriate restraint. Physical abuse, as well as being a deliberate act, can be caused by an omission or failure to act to protect.

2. Emotional abuse

This may include intimidation, humiliation, verbal abuse, harassment or discriminatory harassment.

3. Sexual abuse

Involves forcing or enticing a children, young adults and vulnerable adult to take part in sexual activities whether or not the vulnerable adult is aware of or consents to what is happening. It may also involve non-contact activities such as showing pornographic material or sexual innuendo.

4. Neglect

The persistent failure to meet the children, young adults and vulnerable adult's basic physical and/or psychological needs. These needs include adequate food and warm clothing and also medical care, social care or educational services.

5. Financial or material abuse

This could include monies being withheld, property transfer, theft, fraud and pressure in connection with wills, property inheritance or financial transactions.

Recognising Abuse

This is not always easy, and it is not the responsibility of members of staff to decide whether or not abuse has taken place, or if a children, young adults and vulnerable adult is at significant risk. However, staff do have a responsibility to act promptly if they have any concerns.

Indications that a person is being abused include:-

- Unexplained or suspicious injuries such as bruises, cuts and burns particularly if situated on parts of the body not normally prone to such injuries
- Injuries for which an explanation seems inconsistent
- Fear of carer being approached about such injuries
- Sudden loss of assets
- Sudden or unexplained changes in behaviour
- Fear of being left with a specific person
- The vulnerable adult being dirty, smelly and unkempt

This list is by no means definitive and it is important to remember that many people will exhibit some of these indicators at some time and the presence of one or more should not be taken as proof that abuse is occurring.

It is crucial that members of staff realise that this is only a process of observation and that at no point should they actively seek out abuse or an abuser. The member of staff's responsibility is to ensure that if they have concerns about the welfare of a vulnerable adult they must report it and must never assume that others will do it.

Responding to allegations of suspicions of abuse

For all types of responses, it is vitally important to carefully record the details of an allegation or a reported incident regardless of whether or not the concerns are shared with a statutory agency.

An accurate record should be made of:-

- The date and time of the incident and disclosure
- The parties who were involved
- What was said and done by whom
- The full name of the person reporting and to whom reported

Where appropriate:-

- Recording *any* action taken by Supplytrain
- Reasons why there was no referral to a statutory agency

Dealing with, and responding, to a child, young adult or vulnerable adult making an allegation of abuse against a member of staff, sub-contractor or within their family or home situation

Staff must:-

- Stay calm and listen carefully
- Find an appropriate, early opportunity to explain that it is likely that the information will need to be shared. Do not promise to keep secrets
- Allow the person to continue at their own pace
- Ask questions for clarification only and at all other times avoid asking questions that suggest a particular answer
- Reassure them that they have done the right thing in telling you
- Follow the record keeping advice above
- Relay this information to the Monitoring Officer at the earliest opportunity

Dealing with and responding to suspicions that another member of staff may be abusing a child, young adult or Vulnerable adult

Any member of staff who suspects that a colleague, family member or, person with whom the vulnerable person is in contact with, may be abusing a vulnerable person should act on their suspicions. These suspicions should be recorded and reported to the Monitoring Officer at the earliest opportunity.

If the allegation is against the Monitoring officer, then the suspicion should be raised with their line manager and Managing Director.

The matter will be referred by the Monitoring Officer to Social Services who may involve the Police and disciplinary action will be taken on the member of staff. Where the allegation is against a family member or someone with whom the vulnerable person has contact with outside of the organisation, Supplytrain will work with the appropriate services and authorities without hesitation.

If a carer makes an allegation of abuse against a member of staff

These allegations should be recorded and reported to the Monitoring Officer at the earliest opportunity. These should not be processed through the normal complaint procedure.

Supplytrain acknowledges that this is an extremely sensitive issue for staff and everyone working on its behalf. Supplytrain will fully support and protect anyone, who in good faith, reports a concern that a colleague is or may be abusive.

Confidentiality

The principle of the company is that the welfare of the child, young adult or vulnerable adult is paramount which means that the consideration of confidentiality that might apply to other situations within Supplytrain should not be allowed to override the right of the vulnerable adult to be protected from harm.

However, where possible every effort should be made to ensure that confidentiality is maintained for all and by all concerned when an allegation is made and whilst it is being investigated.

Supplytrain will seek to balance protecting children, young adults and vulnerable adults from harm whilst protecting its staff from the risk of unfounded allegations.

The role of the Monitoring Officer

The Monitoring Officer will be the safeguarding lead, and will be responsible for dealing with all allegations and suspicions of abuse concerning a member of staff.

The Monitoring Officer is the HR Director.

The Officer will:-

- Receive and record information from members of staff, the vulnerable person themselves, or any carers that have vulnerable adult protection concerns.

- Assess the information promptly and carefully, clarifying or obtaining more information about the matter as appropriate.
- Make a formal referral to a statutory agency without delay, if necessary.
- The Monitoring Officer will not decide if a child, young adult or vulnerable adult has been abused - this is the task of Social Services and relevant authorities. The Monitoring Officer will refer the concerns or allegations to the local relevant authorities as per their guidance or instructions, normally
- Will keep an up to date list of key contacts of statutory agencies in the locations we operate.
- The Monitoring Officer will also be responsible for dealing with any enquiries from the media if an incident or allegation of abuse against a vulnerable person. All staff should be clear that any media enquiries are to be directed to the Monitoring Officer and under no circumstances should any other response be given.

Training

All staff who regularly have direct and unsupervised contact with children, young adults and vulnerable adults will have training to raise their awareness of protection issues at their induction and at regular intervals throughout their employment at Supplytrain.

Reviewing the policy

This policy will be monitored and reviewed on a regular basis by the HR Director in the first instance, having due regard to confidentiality issues.

Code of Good Practice

To help prevent abuse occurring and false allegations arising, the following basic guidelines will help safeguard both vulnerable adults and staff.

You must:-

- Treat all service users with dignity and respect
- Provide an example of good conduct you wish others to follow
- Challenge unacceptable behaviour, e.g. bullying and report all allegations/suspicions of abuse

You must not:-

- Have unwarranted contact with a child, young adult or vulnerable adult
- Make any comments, gestures or reference which may have a sexual connotation
- Put yourself in a vulnerable position that places you at risk.

What to do if there is an allegation or suspicion of abuse against a vulnerable person, and it does not concern a member of staff

Staff should take the following procedure:

- Discuss with the Monitoring Officer within one working day.
- If you still have concerns, you should, with consultation of the Monitoring Officers' Line Manager and Managing Director, refer to appropriate statutory authority with a follow up report within 48 hours.

The decision to refer or not to refer should be made by the Monitoring Officer, and the Managing Director should be informed of the decision.

When considering the decision as to whether to refer elsewhere (e.g. to Police, Social Services, National Care Standards Commission) the following should be taken into account:

- The wishes of the vulnerable person & their right to self-determination
- The mental capacity of the vulnerable person
- Known indicators of abuse
- Definitions of abuse
- Level of risk to this individual
- The seriousness of the abuse
- The effect of the abuse on the individual
- Level of risk to others
- The effect of the abuse on others
- Whether a criminal offence has been committed
- Whether other statutory obligations have been breached (e.g. NCSC)
- The need for others to know
- The ability of others (e.g. Police, Social Services) to make a positive contribution to the situation

Last reviewed 07/11/2020