
Safeguarding Policy and Procedures

Introduction

Neil Shacklock Plumbing and Heating Contractors Limited makes a positive contribution to a strong and safe community and recognises the right of every individual to stay safe.

Neil Shacklock Plumbing and Heating Contractors Limited comes into contact with children and / or vulnerable adults through the delivery of services and general contact.

The types of contact with children and / or vulnerable adults will be controlled.

This policy seeks to ensure that Neil Shacklock Plumbing and Heating Contractors Limited undertakes its responsibilities with regard to protection of children and / or vulnerable adults and will respond to concerns appropriately. This policy establishes a framework to support paid staff in their practices and clarifies the organisation's expectations.

Legislation

The principal pieces of legislation governing this policy are:

- Working together to safeguard Children 2010
- The Children Act 1989
- The Adoption and Children Act 2002
- The Children Act 2004
- Safeguarding Vulnerable Groups Act 2006
- Public Interest Disclosure Act 1998
- The Police Act – CRB 1997
- Mental Health Act 1983
- The rehabilitation of Offenders Act 1974
- The protection of Children Act 1999
- Criminal Justice and Court Services Act 2000

This list is not exclusive and other relevant legislation guidelines will be followed.

Definitions

Safeguarding is about embedding practices throughout the organisation to ensure protection of children and / or vulnerable adults wherever possible. In contrast, child and adult protection is about responding to circumstances that arise.

Abuse is a selfish act of oppression and injustice, exploitation and manipulation of power by those in a position of authority. This can be caused by those inflicting harm or those who fail to act to prevent harm. Abuse is not restricted to any socio-economic group, gender or culture.

It can take a number of forms, including the following:

- Physical abuse
- Sexual abuse
- Emotional abuse
- Bullying
- Neglect
- Financial (or material) abuse

Definition of a child

A child is under the age of 18 (as defined in the United Nations convention on the Rights of a Child).

Definition of a vulnerable adult

A vulnerable adult is a person aged 18 years and over who may be unable to take care of themselves or protect themselves from harm or from being exploited.

This **may** include a person who:

- Is elderly and frail;
- Has a mental illness including dementia;
- Has a physical or sensory disability;
- Has a severe physical illness;
- Is a substance misuser;
- Is homeless.

Responsibilities

All staff have responsibility to follow the guidance laid out in this policy and related policies, and to pass on any welfare concerns using the required procedures.

We expect all staff to promote good practice by being an excellent role model, contribute to discussions about safeguarding and to positively involve people in developing safe practices.

Additional Specific Responsibilities

The Directors have responsibility to ensure:

- The policy is in place and is appropriate;
- Sufficient resources (time and money) are allocated to ensure that this policy can be effectively implemented.

The Managing Director has responsibility to ensure:

- The policy is implemented;
- The policy is accessible
- The policy is monitored and reviewed;
- Liaison and monitoring with the Designated Senior Manager (DSM);

The Designated Senior Manager (DSM) has responsibility to ensure:

- Promotion of the welfare of children and vulnerable adults;
- Ensure staff have access to appropriate training / information;
- Receive staff concerns about safeguarding and respond to all seriously, swiftly and appropriately;
- Keep up to date with local arrangements for safeguarding and CRB;
- Develop and maintain links with relevant agencies;
- Take forward concerns about responses.

The Designated Senior Manager is Damian Shacklock.

Implementation

The scope of this safeguarding policy is broad ranging and in practice, it will be implemented via a range of policies and within the organisation.

These include:

- Whistleblowing;
- Grievance and Disciplinary Procedures;
- Health and Safety Policy – including Lone Working Policy;
- Equal opportunities Policy;
- Data Protection Policy;
- Confidentiality Policy;
- Staff Induction;
- Staff Training.

Criminal Records Bureau

The organisation commits resources to providing Criminal Records Bureau (CRB) checks on staff whose roles involve contact with children and / or vulnerable adults.

In order to avoid CRB gaps, the organisation will maintain and review a list of roles across the organisation which involves contact with children / vulnerable adults

Service delivery contracting and sub-contracting

There will be systematic checking of safeguarding arrangements of partner organisations.

Contracts and memorandums of agreement for partnership delivery work will include clear minimum requirements, arrangements for safeguarding and non-compliance procedures.

Communications and support for staff

Neil Shacklock Plumbing and Heating Contractors Limited commits resources for induction, training of staff, effective communications and support mechanism in relation to Safeguarding.

Induction will include:

- Discussion of the Safeguarding Policy;
- Discussion of other relevant policies;
- Ensure familiarity with the reporting processes, the roles of line manager and Designated Senior Manager (DSM)
- Initial training on safeguarding including:
 - Safe working practices;
 - Safe recruitment;
 - Understanding Child Protection;
 - Guide for Adult safeguarding

Communications and discussion of safeguarding issues

Commitment to the following communication methods will ensure effective communication of safeguarding issues and practice:

- Team meetings;
- Operational meetings;
- Board meetings;
- One to one meetings (formal or informal);
- Provision of a clear and effective reporting procedure;
- Encouraging open discussion to identify any barriers to reporting so they may be addressed;
- Inclusion of safeguarding as a discussion prompt during supervision meetings and appraisals to encourage reflection.

Support

We recognise that involvement in situations where there is a risk or actual harm can be stressful for staff concerned. The mechanisms in place to support staff include:

- Debriefing support;
- Staff who have initiated protection concerns will be contacted by their line manager / DSM.

Professional Boundaries

Neil Shacklock Plumbing and Heating Contractors Limited expects staff to protect the professional integrity of themselves and the organisation.

The following professional boundaries must be adhered to:

- The use of abusive language is prohibited;
- Passing of clients personal contact details is prohibited;
- Selling or buying items from a client;
- Accepting money / borrowing money from a client is prohibited;
- Cautious or avoidance of personal contact with clients.

If the professional boundaries / policies are breached this could result in disciplinary action.

Reporting

Any concerns regarding safeguarding of children or vulnerable adults should be reported to your line manager or the DSM.

Allegations Management

Neil Shacklock Plumbing and Heating Contractors Limited recognises its duty to report concerns or allegations against its staff within the organisation or by a professional from another organisation.

The process for raising and dealing with allegations is as follows:

1. Any member of staff from Neil Shacklock Plumbing and Heating Contractors Limited is required to report any concerns in the first instance to their line manager / peer.
2. Contact local authority for advice.
3. Follow the local authority advice provided.

Monitoring

The organisation will monitor the following Safeguarding aspects:

- CRB checks undertaken;
- References applied for new staff;
- Records made and kept of supervision sessions;
- Training;
- Monitoring whether concerns are being reported and actioned;
- Checking that policies are up to date;
- Reviewing the current reporting procedure in place;
- Presence and action of a Designated Senior Manager responsible for Safeguarding is in post.

Managing Information

Information will be gathered, recorded and stored in accordance with the following policies:

- Data protection policy;
- Confidentiality Policy

All staff must be aware that they have a professional duty to share information with other agencies in order to safeguard children and vulnerable adults. The public interest in safeguarding children and vulnerable adult may override confidentiality interests.

However, information will be shared on a need to know basis only, as judged by the Designated Senior Manager.

All staff must be aware that they cannot promise service users or their families / carers that they will keep secrets.

Conflict resolution and complaints

Conflicts in respect of safety of children and vulnerable adults will be taken forward by the Designated Senior Manager to the relevant bodies.

Communicating and reviewing the policy

Neil Shacklock Plumbing and Heating Contractors Limited will make clients aware of the Safeguarding Policy through the following means:

- Displayed in Neil Shacklock Plumbing and Heating Contractors Limited's offices;
- Published on the website;
- Made available on request to interested parties.

This policy has been approved & authorised by:

Name: Damian Shacklock

Position: Managing Director

Date: May 2015

Signature:

A handwritten signature in cursive script, appearing to read 'D Shacklock', written in black ink.