



# SAFEGUARDING Policy and Procedures

Please ensure this document read and understood  
by all new members of the team

## DOCUMENT CONTROL

Document Present Information

Please over-write as necessary

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<b>1</b>	<b>May 2019</b>	<b>Reviewed and accepted as Policy, in line with our quality control measures</b>	<b>June 2019</b>

# **SAFEGUARDING Policy and Procedures**

## **1. Introduction**

### **INTRODUCTION**

Safeguarding is everyone's responsibility Staff Giant Services Ltd acknowledges the duty to safeguard and promote the welfare of children and young people and adults; and is committed to ensuring safeguarding practice that reflects statutory responsibilities, government guidance and complies with best practice requirements. All children and adults, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have the right to equal protection from all types of harm or abuse.

This policy applies to all internal staff and candidates and will be widely promoted and be mandatory for everyone involved in Staff Giant Services Ltd. Failure to comply with this policy and the company's safeguarding procedures may result in disciplinary action being taken, including termination of employment and/or contract.

All Staff sent by Staff Giant Services Ltd are expected to familiarise themselves with arrangements for safeguarding children ,young people and Adults in the organisation where they are placed and to have a clear understanding regarding abuse and neglect in all forms; including how to identify, respond and report.

Here at Staff Giant Services Ltd we expect all staff, and candidates to follow and promote good practice in safeguarding. In order to do so, they should:

- Read, understand, accept, and act in accordance with this policy.
- Be vigilant and follow professional codes of conduct to maintain professional boundaries and safe working practices.
- Report any concerns or disclosures related to the protection and safety of children, young people and adults
- Undertake mandatory safeguarding training and awareness sessions where provided.
- Help educate learners/service users in placements regarding matters of keeping safe, including acting as a good role model.

## **2. OUR COMMITMENT TO SAFEGUARING**

- Staff Giant Services Ltd has robust safer recruitment processes that ensures that those who are known to be a risk to children and vulnerable young adults do not gain access to them.; those whose actions suggest that they are a risk to children, young people and adults are detected at the earliest stage and prevented from continuing to work with children; and that those who intend to do harm are prevented at every possible stage from entering the workforce.
- Staff and candidates understand their roles and responsibilities in respect of safeguarding and are provided with appropriate learning opportunities to recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to children, young people and adults.
- Staff Giant Services Ltd stays up to date with development on safeguarding best practice, reporting and auditing safeguarding activities annually and addressing any areas of improvement.
- We will report any concerns regarding any individual, or any potential safeguarding situation that is becomes aware of as soon as practicable to the appropriate authority and will co-operate in any ongoing investigations or assessments.
- We will work in partnership with other services especially parents/carers, the referring authority, the Police, Social Services and other partnership agencies to ensure that those who are identified as being at risk of abuse are protected.
- Confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored.

## 2. Preventing abuse

**Staff Giant Services Ltd** is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the services it offers and that all those involved within Staff Giant Services Ltd will be treated with respect.

Therefore, this policy needs to be read in conjunction with the following policies:

- Prevent
- Whistle Blowing
- Equality of Opportunity, Rights and Diversity and Inclusion.
- Complaints
- Whistle Blowing
- Confidentiality
- Disciplinary and Grievance
- Data Protection and No Secrets
- Recruitment and Selection
- Working with Volunteers
- Any other policies which are relevant, and the organisation has in place (e.g. Challenging Behaviour, Handling Money, Lone Working)

**Staff Giant Services Ltd** is committed to safer recruitment policies and practices for paid staff and volunteers. Safer recruitment training is mandatory for staff recruiting, interviewing and selecting staff. This will include DBS (Previously CRB) disclosures for staff and volunteers, ensuring references are taken up, qualifications are authenticated, migrant workers risk assessment procedures are implemented and adequate training on Safeguarding and Prevent is provided for staff and volunteers.

**Staff Giant Services Ltd** will work within the current legal framework for reporting staff or volunteers that are recognised to be abusers.

Service users will be encouraged to become involved in all areas including reviews of these important policies and general running of the organisation.

Information will be available about abuse. Safeguarding and Prevent Policies will be available to service users and their carers/families.

### 3. Recognising the signs and symptoms of abuse

**Staff Giant Services Ltd** is committed to ensuring that all staff, the management and volunteers undertake training to gain awareness of signs and symptoms of abuse.

**Staff Giant Services Ltd** will ensure that the Designated Safeguarding Champion and Prevent Lead and other members of quality control and development staff have access to resources to update and refresh all training around Safeguarding and Prevent. Training will be ongoing and mandatory.

“Abuse is a violation of an individual’s human and civil rights by any other person or persons” (No Secrets: Department of Health, 2000)

#### **Abuse includes:**

- physical abuse: including hitting, slapping, punching, burning, misuse of medication, inappropriate restraint
- sexual abuse: including rape, indecent assault, inappropriate touching, exposure to pornographic material
- psychological or emotional abuse: including belittling, name calling, threats of harm, intimidation, isolation
- financial or material abuse: including stealing, selling assets, fraud, misuse or misappropriation of property, possessions or benefits
- neglect and acts of omission: including withholding the necessities of life such as medication, food or warmth, ignoring medical or physical care needs
- discriminatory abuse: including racist, sexist, that based on a person’s disability and other forms of harassment, slurs or similar treatment
- institutional or organisational: including regimented routines and cultures, unsafe practices, lack of person-centred care or treatment
- drug diversion: short dosing service users, repeating prescriptions when not necessary, not returning left over medication for the purpose of selling drugs or making drugs to sell.

Abuse may be carried out deliberately or unknowingly. Abuse may be a single act or repeated acts.

People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers or others in a position of trust. They may also be relatives, friends, neighbours or people who use the same services as the person experiencing abuse.

#### **4. Designated Safeguarding Champion and Prevent Lead**

**Staff Giant Services Ltd** has an appointed individual who is responsible for dealing with any Safeguarding concerns. In their absence, a deputy is available for workers to consult with.

Staff can also consult with our Compliance Consultant who is also the Prevent Lead.

Safeguarding Champion

Contact Details on title page of this document

The most senior in charge. See Out of Hours Contact Details

#### **The roles and responsibilities of the named person(s) are:**

- To ensure that all staff are aware of what they should do and who they should go to if they have concerns that a vulnerable people may be experiencing, or has experienced abuse or neglect.
- To ensure that concerns are acted on, clearly recorded and referred to the LSB, Social Services, CQC and Police as relevant.
- To follow up any referrals and ensure the issues have been addressed.
- Consider any recommendations from the Safeguarding process
- To reinforce the utmost need for confidentiality and to ensure that staff are adhering to good practice regarding confidentiality and security. This is because it is around the time that a person starts to challenge abuse that the risks of increasing intensity of abuse are greatest.
- To ensure that staff are working directly with service users who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision.
- If appropriate staff will be given support and afforded protection if necessary under the Public Interest Disclosure Act 1998: they will be dealt with in a fair and equitable manner and they will be kept informed of any action that has been taken and its outcome
- Ensuring that staff reporting is protected within the Whistle Blowing Policy

## **5. Responding to people who have experienced or are experiencing abuse**

**Staff Giant Services Ltd** recognises that it has a duty to act on reports, or suspicions of abuse or neglect. It also acknowledges that acting in cases of abuse is never easy.

How to respond if you receive an allegation:

- Reassure the person concerned
- Listen to what they are saying
- Record what you have been told/witnessed as soon as possible
- Remain calm and do not show shock or disbelief
- Tell them that the information will be treated seriously
- Don't start to investigate or ask detailed or probing questions
- Don't promise to keep it a secret

If you witness abuse or abuse has just taken place the priorities will be:

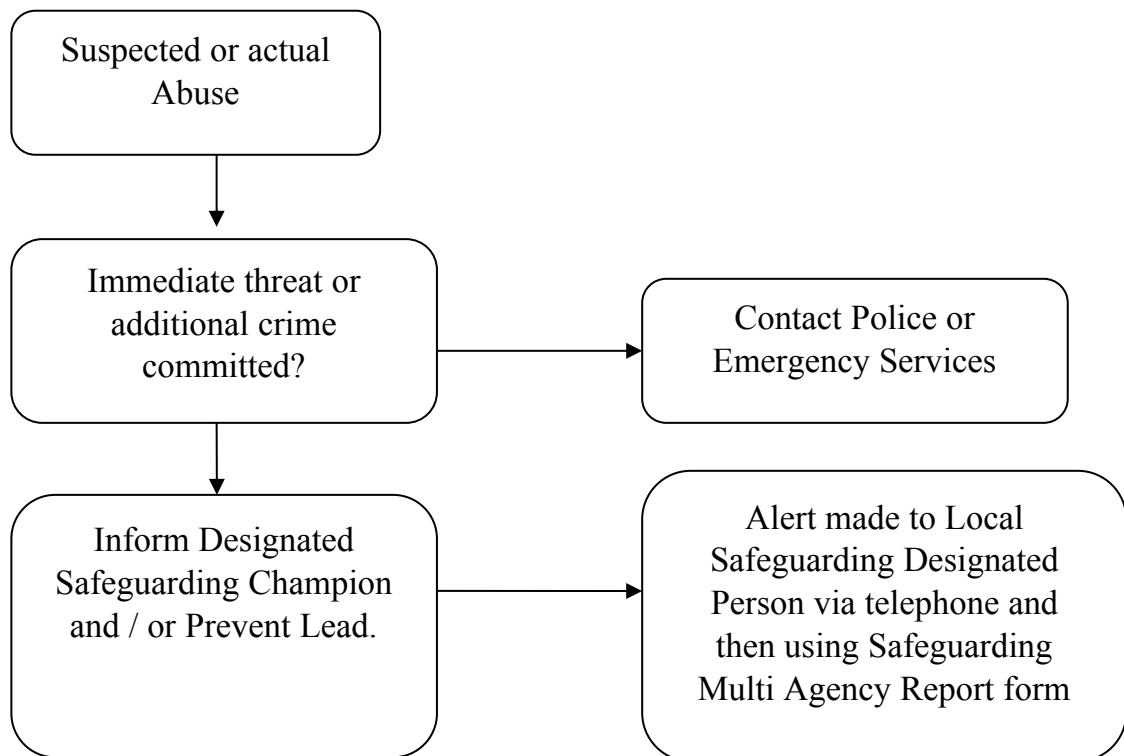
- To call an ambulance if required
- To call the police if a crime has been committed
- To preserve evidence
- To keep yourself, staff, volunteers and service users safe
- To inform the Designated Safeguarding Champion in your organisation
- To record what happened in name of place/file/log where safeguarding concerns will be recorded

All situations of abuse or alleged abuse will be discussed with the Designated Safeguarding Champion or their deputy. If a member of the management, staff member or volunteer feels unable to raise this concern with the Designated Safeguarding Champion or their deputy then concerns can be raised with Prevent Lead or directly with Local Safeguarding Board. The alleged victim will be told that this will happen. This stage is called the alert.

If it is appropriate and there is consent from the individual, or there is a good reason to override consent, such as risk to others, a referral (alert) will be made to Police Safeguarding Team.

If the individual experiencing abuse does not have capacity to consent a referral will be made without that person's consent, in their best interests.





If contacted the Local Designated Safeguarding Person will then decide if the safeguarding process should be instigated or if other support/services are appropriate. Feedback will be given to the person who raised the safeguarding alert.

If the Local Designated Safeguarding Person decides the safeguarding process needs to be instigated this will then lead to the implementation of the next stages of the Safeguarding Board Multi-Agency Policy and Procedures.

**Staff Giant Services Ltd** Designated Safeguarding Champion will have an overview of this process, so they can explain it to the person concerned and offer all relevant support to the person and process. This could be practical support e.g. providing a venue, or information and reports or emotional support.

Information should be provided to the individual. This could be about other sources of help or information that could enable them to decide what to do about their experience and enable them to recover from their experience or enable them to seek justice.

## **6. Managing allegation made against member of staff or volunteer**

**Staff Giant Services Ltd** will ensure that any allegations made against members or member of staff will be dealt with swiftly.

Where a member of staff is thought to have committed a criminal offence the police will be informed. If a crime has been witnessed the police will be contacted immediately.

The safety of the individual(s) concerned is paramount. A risk assessment must be undertaken immediately to assess the level of risk to all service users posed by the alleged perpetrator. This will include whether it is safe for them to continue in their role or any other role within the service whilst the investigation is undertaken.

The Designated Safeguarding Champion will liaise with Local Safeguarding Board to discuss the best course of action and to ensure that Staff Giant Services Ltd Services' disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

**Staff Giant Services Ltd** has a whistle blowing policy and staff are aware of this policy. Staff will be supported to use this policy.

## **7. Recording and managing confidential information**

**Staff Giant Services Ltd** is committed to maintaining confidentiality wherever possible and information around Safeguarding issues should be shared only with those who need to know. For further information, please see Staff Giant Services Ltd Services' confidentiality policy.

All allegations/concerns should be recorded in name of place/file/log where safeguarding concerns will be recorded. The information should be factual and not based on opinions, record what the person tells you, what you have seen and witnesses if appropriate.

The information that is recorded will be kept secure and will comply with data protection.

This information will be secured in a locked filing cabinet. Access to this information will be restricted to the Designated Safeguarding Champion, Prevent Lead and senior authorised staff only.

## **8. Disseminating/Reviewing policy and procedures**

This Safeguarding Policy and Procedure will be clearly communicated to staff, volunteers, service users, carers and stakeholders. The Designated Safeguarding Champion will be responsible for ensuring that this is done.

The Safeguarding Policy and Procedures will be reviewed annually and as necessary if there has been changes in law or regulations, by our Quality Control Consultants. The Designated Safeguarding Champion will be involved in this process and can recommend any changes. The Designated Safeguarding Champion will also ensure that any changes are clearly communicated to staff and volunteers. It may be appropriate to involve service users in the review. Any significant changes will also be reported to the carers and stakeholders e.g. Family, Council, Social Services, CQC.

### **SAFEGUARDING CHILDREN**

POLICY in UK, Children's welfare is paramount.

Children have basic rights and freedom no less than those of adults. Staff Giant Services Ltd adheres to the following principles.

- Each child has a right to be treated as an individual.
- Each child who can form a view on matters affecting his or her care has the right to express those views if he or she wishes.
- Each child has the right to protection from all forms of abuse, neglect or exploitation.
- Any intervention by a public authority in the life of a child must be properly justified and should be supported by services from all relevant agencies working in collaboration.
- Children have the right to grow up having their cultural and racial background and experience valued and respected.
- Each child has the right to be considered as an individual with particular needs to be given opportunities as an individual with particular needs and to be given opportunities to reach their full potential.

### **PROCEDURE**

- All members of staff always have a duty to be vigilant regarding the welfare of children with whom we have contact whilst providing a service. All staff will be trained in child protection and in their responsibilities under this policy within six months of their employment and will be updated at least every two years in line with National and Local child protection policies and procedures.
- All children will have a detailed Service User Plan, which will be undertaken by the appropriate person in line with The Care Quality Commission. The Service User Plan and risk assessment will identify clearly any areas that the child is at risk and all staff will follow and document care accordingly.

- All Members of staff have a duty to raise concerns if they know or believe that abuse of a child may be occurring and to report it as quickly as possible. This should be done without prejudice to their own position (See Whistle Blowing policy).
- In any situation where the child is in immediate danger staff should take immediate action to intervene and call for help as soon as possible.  
They should, if necessary, contact the emergency services.  
If the abuser is still present, staff should endeavour to calm the situation.  
Staff should, always, avoid putting themselves at risk.
- When the Manager receives a report of suspected, or actual child abuse, an internal investigation should be opened but care should be taken not to prejudice any action to be taken by the police or social services. If the person suspected is a member of staff the Manager should take appropriate steps under the disciplinary procedure. Staff should always ensure that every possible step is taken to co-operate with any further investigations by the police or social services.
- When an internal investigation is taking place, the situation should be reported immediately to the social services department who will lead a thorough investigation under the local abuse procedures, involving other agencies as necessary.
- If there is any possibility that a criminal act might have been committed, this must be reported to the police. You should make every effort to ensure that no possible evidence is interfered with.
- In the event of an investigation by social services or the police or others against a member of staff is inconclusive, the Manager should continue to proceed with the internal investigation within the disciplinary policy and should take any steps to safeguard the child as far as possible, and the situation should be reviewed in case it becomes possible or necessary to take further action.
- When any allegations of alleged abuse are received Social Services will be informed immediately. A strategy meeting will be arranged by Social Services, which will include all relevant agencies.
- Any details in connection with the allegations of abuse should be clearly recorded. The records will be kept securely and Staff Giant Services Ltd's policy on confidentiality carefully followed. Any cases of allegations of abuse should also be reported to The Care Quality Commission.
- **Staff Giant Services Ltd** prides itself in taking great care when recruiting staff and carries out all possible checks on recruits to ensure that they are of a high standard and will work with all government initiatives regarding sharing of information on staff who are found to be unsuitable to be involved in working or brings them into contact with children.
- **Staff Giant Services Ltd** works in compliance with the Department of Health guidance on multi-agency policies and procedures to safe guard children from abuse, as well as the relevant sections of The Care Quality for Domiciliary Care Agencies and the Domiciliary Care Agencies Regulations 2002.

## **MANAGERS' RESPONSIBILITIES**

- DBS Check
- Employment history check
- Information to Members via handbook
- Retention of signed compliance in Member's files
- Gathering data of local child protection procedures
- Report any incidents of abuse to relevant parties
- Advise and support staff
- Train staff members to enhance awareness and knowledge.
- Ensure all in all positions and Directors and external consultants are fit for purpose.

## **DEALING WITH ALLEGATIONS OF ABUSE MADE AGAINST STAFF AND CANDIDATES**

All candidates / Staff placed on assignment are responsible for supporting safe behaviour and have responsibility to follow the guidance laid out in this policy and related policies, such as the Code of Conduct. In accordance with the Care Act (2014), Working Together (2018) and Keeping Children Safe in Education (2020), where an organisation has received an allegation that a volunteer, supply staff or member of staff who works with children/vulnerable adults has:

- behaved in a way that has harmed a child/adult, or may have harmed a child/adult;
- possibly committed a criminal offence against or related to a child/adult;
- behaved towards a child/adult in a way that indicates he or she may pose a risk of harm to children/vulnerable adults;
- or behaved or may have behaved in a way that indicates they may not be suitable to work with children/vulnerable adults,
- A referral should be sent to the LADO within one working day, giving as much detail as possible. Details regarding allegations, including who will take responsibility for this once a candidate is placed, are set out in Star Ascend Allegation Policy which should be read alongside this policy.

### **DUTY TO MAKE A REFERRAL TO THE DBS**

Where there is evidence that anyone has harmed, or poses a risk of harm, to a child/Adult there is a legal duty on Staff Giant to report that person to the Disclosure and Barring Service. The DBS has statutory authority to bar a person from working in regulated activity with children/Adult in the UK.

A referral to the DBS will also be made if the person resigns prior to an investigation being carried out or reaching its conclusion. If the accused person resigns, or ceases to provide their services, this should not prevent an allegation being followed up in accordance with this guidance contained in Part Four of KCSiE 2020.

Staff Giant will not make any compromise/settlement agreement in the case of a person deemed unsuitable to work with children, young people and Adult. Any such agreement which contained a condition of not referring the case to the DBS would constitute a

criminal offence. Anyone who is concerned about a child's welfare or who believes that a child may be at risk of abuse should pass any information to the DBS or other appropriate authority as soon as possible and no longer than 24 hours after the initial concern.

### **WHISTLE BLOWING**

We recognise that children, young people, vulnerable Adults cannot be expected to raise concerns in an environment where staff fail to do so. We also recognise that staff, candidates and volunteers may find it difficult to raise concerns about colleagues, managers, people in placement or concerning how safeguarding concerns are responded to within a setting. Staff Giant has a specific Whistleblowing Policy which encourages candidates to raise concerns and also provides details of outside organisations that staff, candidates and volunteers can approach for support and advice. Staff Giant aims to have an open and honest culture where safeguarding is responded to effectively, and both staff and candidates feel safe, supported and able to voice any concerns that they have in the knowledge that they will be responded to. Members of staff can also access the NSPCC whistleblowing helpline if they do not feel able to raise concerns regarding child protection failures internally, the NSPCC can be reached on: 0800 028 0285 (8:00 AM to 8:00 PM Monday to Friday) or emailed at: [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

### **SUMMARY**

Staff Giant will make clients and candidates aware of the Safeguarding Policy through publication of policies on our company website, registration process and emailed to all candidates once booked into register with us. All staff, temporary workers, candidates and contractors must be aware that they have a professional duty to share information with other recruitment firms in order to safeguard children, young adults and Adults. The public interest in safeguarding may override confidentiality interests. However, information will be shared on a need to know basis only, as judged by Staff Giant.

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