



## SAFEGUARDING POLICY AND PROCEDURES

Name of organisation: Elite Services Ltd, Unit 3/6 Adswood Industrial Estate, Adswood Road, Stockport SK3 8LF.

Section heading	Section content
<b>1. Introduction</b>	<p>Elite Services Ltd makes a positive contribution to a strong and safe community and recognises the right of every individual to stay safe.</p> <p>Elite Services Ltd comes into contact with children and / or vulnerable adults through the following activities: Home to School Transport, Coach Holidays and Day Trips, Coach bookings for the general public, organisations and schools.</p> <p>The types of contact with children and / or vulnerable adults will be regulated and controlled at all times.</p> <p>This policy seeks to ensure that Elite Services Ltd undertakes its responsibilities with regard to protection of children and / or vulnerable adults and will respond to concerns appropriately. The policy establishes a framework to support paid and unpaid staff in their practices and clarifies the organisation's expectations.</p>
<b>2. Confirmation of reading</b>	<p>I confirm that I have been made fully aware of, and understand the contents of, the Safeguarding Policy and Procedures for Elite Services Ltd.</p> <p>Please complete the details below and return this completed form to Mr Sam Nickson, Director.</p> <p>Employee Name : _____</p> <p>Employee Signature: _____</p> <p>Date: _____</p>
<b>3. Legislation</b>	<p>The principal pieces of legislation governing this policy are:</p> <ul style="list-style-type: none"><li>○ Working together to safeguard Children 2010</li></ul>

- The Children Act 1989
- The Adoption and Children Act 2002
- The Children act 2004
- Safeguarding Vulnerable Groups Act 2006
- Care Standards Act 2000
- Public Interest Disclosure Act 1998
- The Police Act 1997
- Mental Health Act 1983
- NHS and Community Care Act 1990
- Rehabilitation of Offenders Act 1974

#### 4. Definitions

Safeguarding is about embedding practices throughout the organisation to ensure the 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 Vulnerable Adults

A vulnerable adult is a person aged 18 years or 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:

	<ul style="list-style-type: none"> <li>• Is elderly and frail</li> <li>• Has a mental illness including dementia</li> <li>• Has a physical or sensory disability</li> <li>• Has a learning disability</li> <li>• Has a severe physical illness</li> <li>• Is a substance misuser</li> <li>• Is homeless</li> </ul>
<p><b>5. Responsibilities</b></p>	<p><b>All staff</b> (paid or unpaid) have responsibility to follow the guidance provided in this policy and related policies, and to pass on any welfare concerns using the required procedures. We expect all staff (paid or unpaid) to promote good practice by being an excellent role model, contribute to discussions about safeguarding and to positively involve people in developing safe practices.</p> <p><b>Additional specific responsibilities</b></p> <p><b>Trustees have responsibility to ensure:</b>the policy is in place and appropriate and sufficient resources are allocated to ensure that the policy can be effectively implemented</p> <p><b>SMT have responsibility to ensure:</b> the policy is accessible to all implemented by all staff at all times; monitored and reviewed at regular intervals; the policy is promotes the welfare of children and vulnerable adults; all 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 DBS; develop and maintain effective links with relevant agencies and take forward concerns about responses.</p>
<p><b>6. Implementation Stages</b></p>	<p>The scope of this Safeguarding Policy is broad ranging and in practice, it will be implemented via a range of policies and procedures within the organisation. These include: Whistleblowing; Grievance and Disciplinary procedures; Health &amp; Safety policy (including lone working procedures); Equal Opportunities policy; Data Protection; Confidentiality; Staff induction and Staff training</p> <p><b>Safe recruitment</b> Elite Services Ltd ensures safe recruitment through the following processes: Equal</p>

Opportunities; Data Protection and Confidentiality; Staff inductions and training; job or role descriptions which clearly state any contact with children and/or vulnerable adults and the expectation of following all safeguarding procedures and responsibilities; shortlisting based on formal application processes and forms; Equal Opportunity interviews with questions based on the job description and person specification; DBS checks being conducted for all staff working with children and/or vulnerable adults (portable/carry over DBS checks from another employer will not be deemed sufficient) and no formal job offers are made until the checks for suitability are completed (including DBS checks and references).  
All recruitment is done in line with safe recruitment practices.

**Disclosure and Barring Service Gap Management**

The organisation commits resources to providing Disclosure and barring service checks on staff (paid or unpaid) whose roles involve contact with children and /or vulnerable adults.

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

In addition to checks on recruitment for roles involving contact with children/ vulnerable adults, for established staff the following processes are in place a 3 year rolling programme of re-checking DBS's in in place for holders of all identified posts and existing staff who transfer from a role which does not require a DBS check to one which involves contact with children and/or vulnerable adults will be subject to a DBS check.

**Service delivery contracting and sub-contracting** There will be systematic checking of safeguarding arrangements of partner organisations; safeguarding will be a fixed agenda item on any partnership reporting meetings and contracts and memorandums of agreement for partnership delivery work will include clear minimum requirements, arrangements for safeguarding and non-compliance procedures.

**7. Communicationstraining and support for staff**

Elite Services Ltd commits resources for induction, training of staff (paid and unpaid), effective communications and support mechanisms in relation to Safeguarding

**Induction** will include: Discussion of the Safeguarding Policy and a copy given to the staff to read, understand and sign; discussion of other relevant policies; discussion and training on the reporting processes, the roles of the line manager and SMT; initial training on safeguarding including safe working practices, safe recruitment, understanding child protection and the alerter guide for adult safeguarding. (Competence in all aspects will be assessed by the line manager

and SMT during the probationary period) .

## **Training**

All staff who, through their role, are in contact with children and /or vulnerable adults will have access to safeguarding training at an appropriate level. Sources and types of training will include: team meetings; SMT meetings and one-to-one meetings (formal and informal) as well as clinical supervision.

## **Communications and discussion of safeguarding issues**

Commitment to the following communication methods will ensure effective communication of safeguarding issues and practice: provision of a clear and effective reporting procedure which encourages reporting of concerns; encouraging open discussion (during supervision and team meetings) to identify and barriers to reporting so that they can be addressed; inclusion of safeguarding as a discussion prompt during supervision meetings/appraisals to encourage reflection; and SMT and line managers reminding staff regularly through briefings about policies and procedures.

## **Support**

We recognise that involvement in situations where there is risk or actual harm can be stressful for staff concerned. The mechanisms in place to support staff include: debriefing support for all staff so that they can reflect on the issues they have dealt with; seeking further support as appropriate e.g. access to counselling and staff who have initiated protection concerns will be contacted by a line manager with 48 hours.

## **8. Professional boundaries**

Professional boundaries are what define the limits of a relationship between a support worker and a client. They are a set of standards we agree to uphold that allows this necessary and often close relationship to exist while ensuring the correct detachment is kept in place.

Elite Services Ltd expects staff to protect the professional integrity of themselves and the organisation.

The following professional boundaries must be adhered to: Elite Services Ltd does not allow staff to give gifts to or receive gifts from clients without permission from the SMT first. Any gifts must be declared and personal relationships between a member of staff and a client who is a current service user is prohibited. (This includes relationships through social networking sites such as Facebook, Instagram, Twitter, TikTok etc).

The following policies also contain guidance on staff (paid or unpaid) conduct: Use of abusive

	<p>language; response to inappropriate behaviour/language; use of punishment or chastisement; passing on service users' personal contact details; degree of accessibility to service users (e.g. not providing personal contact details); taking family members to a client's home; selling to or buying items from a service users; accepting responsibility for any valuables on behalf of a client; accepting money as a gift or borrowing money from/or lending money to service users; personal relationships with a third party related to or known to service users; accepting gifts/rewards or hospitality from organisation as an inducement for doing/not doing something in their official capacity; Code of Conduct; Computer mis-use; e-safety and Non Disclosure Agreement policies.</p> <p>If the professional boundaries and/or policies are breached this could result in disciplinary procedures or enactment of the allegation management procedures.</p>
<p><b>9. Reporting</b></p>	<p>The process outlined below details the stages involved in raising and reporting safeguarding concerns at Elite Services Ltd.</p> <ul style="list-style-type: none"> <li>• Communicate your concerns with your immediate manager without delay. Your manager share the information with the education establishment in the first instance.</li> <li>• Seek medical attention for the vulnerable person if needed.</li> <li>• Write down statement of fact ensuring it does not contain your own opinion, but only the words or actions from those involved in the safeguarding incident</li> <li>• Discuss with parents of the child or carer of the vulnerable person if appropriate.</li> <li>• Obtain permission to make referral if safe and appropriate</li> <li>• If needed, seek advice from the Children and Families helpdesk or Adults helpdesk</li> <li>• Complete the Local Authority Safeguarding Vulnerable Groups Incident Form if required and submit to the local authority within 24 hours of making contact</li> <li>• Ensure that feedback from the Local Authority is received and their response recorded.</li> </ul>
<p><b>10. Allegations Management</b></p>	<p>Elite Services Ltd recognises its duty to report concerns or allegations against its staff (paid or unpaid) within the organisation or by a professional from another organisation.</p> <p>The process for raising and dealing with allegations is as follows:            First step: Any member of staff from Elite Services Ltd is required to report any concerns in the first instance to the line manager. A written record of the concern will be completed by the SMT            Second step: contact local authority for advice.            Third step: follow the advice provided</p> <p>Elite Services Ltd recognises its legal duty to report any concerns about unsafe practice by any</p>

	<p>of its paid or unpaid staff to the Independent Safeguarding Authority (ISA), according to the ISA referral guidance document or to the education establishment that the child is attached to.</p>
<p><b>11. Monitoring</b></p>	<p>The organisation will monitor the following Safeguarding aspects: Safe recruitment practices; DBS checks undertaken; references applied for new staff; records made and kept of supervision sessions; training (register/record of staff training on child/vulnerable adult protection); monitoring whether concerns are being reported and actioned; checking that policies are up to date and relevant; reviewing the current reporting procedure in place and, presence and action of SMT responsible for Safeguarding is in post.</p>
<p><b>12. Managing information</b></p>	<p>Information will be gathered, recorded and stored in accordance with the following policies Confidentiality Policy and Data Protection Policy.</p> <p>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 adults may override confidentiality interests. However, information will be shared on a need to know basis only, as judged by the Designated Senior Manager.</p> <p>All staff must be aware that they cannot promise service users or their families/ carers that they will keep secrets.</p>
<p><b>13. Conflict resolution and complaints</b></p>	<p>Elite Services Ltd is aware of the policy on resolution of professional disagreements in work relating to the safety of children / Escalation Policy and if necessary this will be taken forward by the SMT and/or Director.</p> <p>Conflicts in respect of safety of vulnerable adults will be taken forward by SMT and/or Director.</p>
<p><b>14. Communicating and reviewing the policy</b></p>	<p>Elite Services Ltd will make clients aware of the Safeguarding Policy through the following means: making the policy available on request and through the website.</p> <p>This policy will be reviewed by Sam Nickson, Director, every 3 years and when there are changes in legislation.</p>