

Safeguarding Policy

Best Practice Training & Development offers consultancy, skills training and professional certification to meet a wide variety of business and learner needs.

These services are offered to all organisations and individual learners where we have the skills and competence to be of assistance.

The safety and welfare of all course attendees and staff is of the utmost importance. Furthermore, we have a duty of care and a legal obligation to safeguard and promote the welfare of our learners and staff.

This Safeguarding Policy is relevant to all staff members and learners including:

- 1) Under the age of 18 years old
- 2) Have a learning difficulty and/or disability
- 3) Have a health or mental health issue
- 4) Do not have English as their first language

This policy is made known to all our staff including all Best Practice tutors, assessors and all learners and course attendees.

Recognition of Abuse or Neglect

Abuse or neglect of a young person or vulnerable adult is caused by inflicting harm or by failing to prevent harm. This may be abuse in a family, community or work setting, by those known to them or strangers. The following are the types of harm that can be inflicted on a young person or vulnerable adult.

- Discriminatory
- Psychological
- Financial or material
- Organisational
- Neglect
- Self-neglect
- Sexual
- Modern slavery
- Radicalisation
- Physical
- Domestic

Duties and Responsibilities

Managing Director

The Managing Director has overall responsibility for ensuring the implementation of effective safeguarding procedures. The Managing Director will take the appropriate action, seeking advice and making referrals to relevant external agencies as appropriate including the Local Child or Adult Safeguarding Board. The Managing Director will also provide a quarterly update on Safeguarding issues to the Advisory Board and ensure any learning from concerns or incidents is disseminated to all staff.

Managing Director/Operations Manager

Both the Operations Manager and the Managing Director act as Safeguarding Leads and hold day to day responsibility for ensuring that Best Practice is operating within the procedures set out in this document. Both will act as the professional interface between agencies e.g. Social Services, in the ongoing management of any cases where abuse is identified or suspected.

All Other Staff

All other staff, including tutors and support staff working with adults are responsible for ensuring they read and understand the principles within this policy and procedure and undertake appropriate training to ensure they remain vigilant to the possibility of adult abuse. Should abuse be suspected, they should seek direct advice from the Safeguarding Leads.

Procedures

The flowchart in Appendix A summarises the procedure to be followed by anyone who has a concern about a child, vulnerable adult or staff member. It is a requirement that all Best Practice staff report any safeguarding related concern that they have about any individual connected with the organisation to include both learners and staff and connected persons (e.g. learners' immediate family members, children etc.)

The designated safeguarding person will ensure that staff reporting such incidents are given confidentiality and will suffer no penalty for following their duty to report. The person raising the concern should not investigate the alleged or suspected abuse under any circumstances but should obtain sufficient information to refer the matter to the Best Practice designated safeguarding person.

Allegations against members of staff will be considered in accordance with Best Practice's Disciplinary Procedure. In the case of serious allegations, initial duties of the staff member may be curtailed while an investigation is underway. Allegations against learners will be considered in accordance with the organisation's relevant learner conduct regulations. Where a crime is suspected of being committed, Best Practice will involve the police.

Training

Safeguarding training is a core component of induction of all new staff members and part of Best Practice's mandatory training. Training will be updated every three years or sooner in line with statutory and legislative requirements.

Supporting Staff

Best Practice recognises that involvement in any aspect of identification or reporting of suspected abuse of a vulnerable adult can be stressful for staff. It is therefore committed to offering help and support for any staff that have concerns

Confidentiality and sharing information

In matters of suspected abuse, we may share information with other agencies without the consent of the individual reporting or suffering abuse. The following considerations should be made as follows:

- Is there a legitimate reason to share information?
- Is there a necessity to identify the individual?
- If the information is confidential, has consent been obtained?
- If consent to share information is refused, do the circumstances meet the 'public interest test'?
- Ensure the right information is disclosed appropriately. Where disclosure is uncertain this can be discussed with the Designated Safeguarding Lead. However, this consultation must not cause delay.

Recording Information

Detailed contemporaneous records (ideally on the same day and immediately after the event), must be kept by all involved in the suspected abuse and decision as to whether or not to refer to the relevant agencies. Records must clearly differentiate between fact, reported information and opinion.

The reasons for any decisions made must be recorded clearly, including the decision(s) and reason(s) why the person was not referred to adult or children safeguarding services.

Legislation

Our policy is informed by a collection of legislation and guidance on the protection of children and vulnerable adults. This includes, but is not limited to:

- The Children and Young Persons Act 2008
- The Children Act 1989 and 2004
- The Equalities Act 2010
- Protection of Children Act 1999
- Care Act 2014 – Safeguarding adults at risk of abuse or neglect
- Safeguarding Vulnerable Groups Act 2006
- Mental Capacity Act 2005
- Modern Slavery Act 2015
- Sexual Offences Act 2003
- Female Genital Mutilation (FGM) Act 2003
- Counter Terrorism and Security Act 2015

This means that in the design and provision of programmes, we make every reasonable effort to ensure that our consultants, tutors and assessors are fully conversant with the above areas and are able to follow our safeguarding procedure.

This Safeguarding Policy is made known to all our staff including all Best Practice consultants, tutors, assessors and all learners and course delegates. All staff have a legal responsibility under safeguarding to make sure that they have undertaken training as identified by their leaders and managers and refresh annually.

Young person/ young adult means those under 18 years of age including all those up to their 18th Birthday – they are designated as a ‘child’ within the terms of the Children Act 1989.

If any learner feels they have not been treated in accordance with the Safeguarding Policy or by a member of Best Practice’s own staff, they should put a complaint in writing and send it to:

David Allenstein or Nina Griggs
Best Practice Training & Development Ltd
First Floor, Centre Block
Hille Business Centre
132a St Albans Road
Watford
WD24 4AE

david.allenstein@bestpractice.uk.com
nina.griggs@bestpractice.uk.com

References

Working together to safeguard children (March 2015)
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/419595/Working_Together_to_Safeguard_Children.pdf

Health and Social Care Act 2008 <http://www.legislation.gov.uk/ukpga/2008/14/contents>

Equality Act 2010
<http://www.legislation.gov.uk/ukpga/2010/15/contents>

Counter Terrorism and Security Act 2015
<http://www.legislation.gov.uk/ukpga/2015/6/contents>

Prevent Strategy (June 2011)

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/97976/prevent-strategy-review.pdf

Home Office (2015) Mandatory reporting of female genital mutilation: procedural information (PDF).
London: HM Government.

Mental Capacity Act 2005 <http://www.legislation.gov.uk/ukpga/2005/9/contents>

Children Act 2004 <http://www.legislation.gov.uk/ukpga/2004/31/contents>

Care Act 2014 <http://www.legislation.gov.uk/ukpga/2014/23/contents>

FGM Act 2003

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/573782/FGM_Mandatory_Reporting_-_procedural_information_nov16_FINAL.pdf

Local Safeguarding Children Boards Regulations 2006

<http://www.legislation.gov.uk/uksi/2006/90/contents/made>

Date of Policy – 15.04.2019

Review date – 15.03.2020

Appendix A – Procedure

(See Appendix A – Reporting Concerns or Incidents)

Appendix B – Responding to disclosures or concerns

It is possible a young person or vulnerable adult may seek assistance to share information about abuse or neglect or talk spontaneously either individually or in a group setting. In these situations the procedure outlined for our consultants, trainers and assessors is to:

- Respond in a calm manner.
- Listen carefully to him/her allowing them to talk without interruption.
- Avoid physical contact unless absolutely necessary.
- Do not directly question him/her, taking care to not ask leading questions.
- Allow him/her to give an unprompted account; do not stop a young person / vulnerable adult who are freely recalling important events.
- Treat the comments seriously and provide reassurance they were right to tell you.
- Make a precise record of the information they witnessed while taking care to record the timing, setting and people present, as well as the young person / vulnerable adult's presentation as well as what was said. It may be needed later as evidence.
- Use his/her own words where possible.
- Explain that we cannot promise *not* to speak to others about the information that was shared but reassure them that it will only be disclosed to those that need to know.
- Reassure them, explaining you are glad they shared the information and that they have not done anything wrong. Also explain you will need to get help to keep him/her safe.
- Ask him/her not to repeat their information to anyone else.
- Make a full record of what you remember has been said, heard and seen using the Safeguarding and Risk Concern/Incident Form and immediately contact the Best Practice Safeguarding Lead to arrange to discuss the matter.

If you have a concern about an under 18 or vulnerable adult but abuse or neglect has not been explicitly disclosed:

- Make a full record of what you remember has been said, heard and seen using the Safeguarding and Risk Concern/Incident Form
- Do not seek to investigate the concern yourself, but report your concerns to the Best Practice Safeguarding Lead immediately (at most within 24 hours)

Appendix C

What is abuse?

Abuse is about the misuse of the power and control that one person has over another. In determining whether or not abuse has taken place, it is important to remember that intent is not the issue. The definition of abuse is not based on whether the perpetrator intended harm to be caused, but rather on whether harm was caused, and on the impact of the harm (or risk of harm) on the individual. The Care Act guidance defines the types of abuse as:

- **Physical abuse** – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions
- **Domestic violence** – including psychological, physical, sexual, financial, emotional abuse; so called ‘honour’ based violence
- **Sexual abuse** – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting
- **Psychological abuse** – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks
- **Financial or material abuse** – including theft, fraud, internet scamming, coercion in relation to an adult’s financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- **Modern slavery** – encompasses slavery, human trafficking, forced labour and domestic servitude. NHS England have published a new web page which outlines [what modern slavery is \(external link\)](#) and the impact that it has on victims
- **Discriminatory abuse** – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion
- **Organisational abuse** – including neglect and poor care practice within an institution care setting such as a hospital or care home, or in one’s own home
- **Neglect and acts of omission** – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating; and
- **Self-neglect** – this covers a wide range of behaviour neglecting to care for one’s personal hygiene, health or surroundings and includes behaviour such as hoarding

Appendix D

Tutor Safeguarding

- Area Managers to select safe venues for courses – avoid remote venues with no reception or security staff
- A support worker to be present on courses with 'risk' learners or ex-offenders
- Tutor and support worker to stay in close proximity – in the same room or area if possible.
- Tutor to immediately report personal safety concerns due to risk learners. Area Manager/MD/Operations Manager may recommend to remove learner(s) if safe to do so and/or postpone course.
- All tutors to carry a personal alarm – available from Best Practice
- Ensure your Area Manager knows your whereabouts.
- Check-in and check-out with your Area Manager at the start and end of the training day. Check-in at regular intervals if 'risk' learners or ex-offenders are present.