




Safeguarding Policy

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Safeguarding Adults Policy



This document is created by 2020 Safety Training Ltd (*further referred to as, 2020 STL*). Our vision is to be the leading provider of training and consultancy services to multiple industries spread throughout the World. Our passion for excellence in workplace Health and Safety, but more importantly our passion for people, will drive us to contribute to eradicating workplace injuries, occupational illnesses and accidents.

2020 STL has the objective of being the leader in its field, setting high standards in terms of quality, service standards and customer satisfaction and shall be able to demonstrate independence, integrity, impartiality and competence throughout the training and consultancy activities and processes.

1. POLICY STATEMENT

PURPOSE AND SCOPE

All providers of adult, community and work-based learning in Scotland are required to have arrangements in place to safeguard learners, in line with the Adult Support and Protection (Scotland) Act 2007 and associated guidance. As a provider of education, 2020 Safety Training (2020 STL) are committed to ensure all learners are kept safe so that they can learn and thrive. The drive for 'Inclusive Learning' has succeeded in bringing into the system learners with a wide range of needs, including many who can now be deemed 'vulnerable'.

The term vulnerable is defined as a person 'who is or may be in need of community care services by reason of mental or other disability, age or illness: and who is or may be unable to care for him or herself, or unable to protect him or herself against significant harm or exploitation' (Department of Health 2000).

The term vulnerable may also apply to people at increased risk of abuse or mistreatment due to some of the following factors:

- They may be unaware of their rights
- They may be socially isolated
- They may not know how to complain or who to complain to
- They may have communication difficulties in making decisions
- They may have low self esteem
- They may be discriminated against linked to the nine protected characteristics
- They may not have access to healthcare
- They may be dependent on others for their basic health care needs

N.B 2020 STL will not be taking on clients under the age of 18. Thus, policy information will not cover anyone considered as "children".

WHAT IS SAFEGUARDING?

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The term 'Safeguarding' describes the broader preventative and precautionary approach to planning and procedures that are necessary to be in place to protect anyone from any potential harm or damage.

Safeguarding is more than having background check policies and procedures in place. It means having a culture of vigilance where all staff know their responsibilities and act accordingly and all learners are aware of what they can expect and what to do if they have concerns. It is about providing a deep commitment to place the learner at the centre of our concerns and to build policies, practices, and procedures around the learner for them to succeed.

Safeguarding must be the informed responsibility of all staff to ensure the learning environment is safe and secure for all. In order to do so they will need to consider and act on the 5 R's:

RECOGNITION

The ability to recognise behaviour that may indicate abuse is of fundamental importance. Whether the abuse may occur on 2020 STL premises, in the home or in any other setting in which the learner may find themselves, all those playing a role in meeting learners' needs should be aware and informed so that possible abuse can be recognised, investigated, and acted upon effectively.

RESPONSE

Appropriate response by our staff is vital. No report of or concern about possible abuse should ever be ignored. Staff should follow the following protocols:

- Do not lead or probe with questions
- Remain calm, listen and ensure your body language and facial expressions remain neutral.
- Do not agree confidentiality, this may restrict you from taking any action later
- Reassure the learner that they have done the correct thing in reporting their concerns and that everything will be recorded.
- Record any disclosures accurately with no opinion or personal beliefs
- Any disclosures taken should be signed and dated accordingly.

REPORT

Report your concern or allegation within 24 hours to the company Safeguarding Officer or member of staff with specific designated responsibility for dealing with

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issues relating to safeguarding, using the contact information at the end of this policy.

The Designated Safeguarding Officer may contact you for further information if required and will investigate from this point. The information must not under any circumstances be discussed with anyone apart from the designated Safeguarding Officer.

RECORDING

Please use the words of the complainant and include accurate quotation. This can include observations about the physical and emotional state of the individual sharing their concerns. Information is recorded and stored securely, confidentially, and only accessible to those who need to access it as part of the action taken to resolve the complaint or allegation.

REFERRAL

The decision to refer a complaint or allegation lies with the Designated Safeguarding Officer, having gathered and examined all relevant information. No one else will investigate such a situation. Investigation will involve questioning colleagues, learners, assessors and the complainant.

2. Safeguarding Strategy

The safeguarding strategy sets out the strategic approach to strengthening our arrangements for safeguarding across the company.

2020 STL are committed to maintaining the highest possible standards to meet its social, moral and legal responsibilities to safeguard the welfare of every learner and staff member.

The emphasis of our safeguarding strategy and action plan is to focus on all the people who involved with our services. This will be a further demonstration of our organisational values & culture base. In order to meet the company culture and values to treat people well and keep people safe we need to demonstrate our effectiveness in safeguarding learners and staff from abuse or the potential of abuse of any kind to enable them to feel safe.

Our aims are:

- To ensure that all staff understand safeguarding is everyone's business
- To raise and maintain awareness regarding Safeguarding, Health & Safety, and Equality and Diversity across the company.

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- To ensure that we work in partnership and contribute to the safeguarding practices within 2020 STL.
- To ensure LGBTQ+ learners have a safe space for them to learn.

LEADERSHIP AND MANAGEMENT

- By commitment to our Business Development Plan to address our areas for improvement and build on our strengths so that our safeguarding arrangements continue to improve
- By ensuring all personal data will be processed in accordance with the requirements of the Data Protection Act 2018 and General Data Protection Regulation (GDPR);
- By highlighting in job descriptions, staffs' responsibilities in relation to safeguarding;
- By giving staff opportunities to propose ideas and to share best practice through regular staff meetings;
- By continuing to work with employers to benchmark their current safeguarding practice and work collaboratively to support improvement; and
- By monitoring the development of all learning materials and establishing standardized best practice.

SAFER RECRUITMENT

By implementing a rigorous staff recruitment and selection process to ensure their suitability to work with learners.

3. Roles and responsibilities

- Overall responsibility for implementing this strategy and monitoring the Business improvement plan lies with the Management Team;
- The Managing Director and Operations Manager are responsible for the development and maintenance of the policies, strategies and operating procedures;
- The Safeguarding Lead is responsible for acting as a source of advice and support in relation to safeguarding and protecting learners, promoting good practice and for coordinating action within the company on receipt of any concerns or referrals;
- The Managing Director and Operations Manager undertake review of all the documentation and ensures the processes are followed across the business
- Delivery staff (with support from the Safeguarding Lead) are responsible for promoting and ensuring that the safeguarding standards set by 2020 STL are applied to their provision

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- All operational staff job descriptions will include general responsibilities relating to safeguarding.

5. Reporting Procedure

No one other than the Safeguarding Lead should mount an internal investigation into complaints, allegations, or suspicions of abuse. If actions are carried out by someone other than the Safeguarding Lead, it could be seen as unjustified interference which could jeopardize an investigation and any possible subsequent court case.

Lead Safeguarding Officer – Salvatore Sgarlata (reporting to Kelvin Blackburn – Managing Director)

6. Staff Responsibilities and Training

LEARNERS

All Learners will be introduced to their rights and responsibilities with regards to Safeguarding through their induction and initial assessment. Reviews with learners include safeguarding: covering areas including Health & Safety and Equality & Diversity; these reviews are carried out annually as a minimum.

STAFF/TRAINING

All new employees will be introduced to their rights and responsibilities with regards to Safeguarding at their initial induction. The relevant policies are available to all employees. Any substantiated safeguarding breach will be managed in accordance with Company disciplinary procedures and, where necessary, referral to external authorities. In this case, it means being equated to gross misconduct resulting in the perpetrator being expelled from the premises permanently.

7. Online Training Delivery

When delivering remote sessions online the following rules apply:

- Delivery of classes via a suitably secure platform and teaching/learning software;
- Wearing of suitable clothing;
- Lessons taking place in appropriate areas, for example, not in bedrooms; and where possible, against a neutral background (i.e. not containing football colours, crude/rude wall art/pictures: this list is not exhaustive);
- Professional and appropriate language, including from any family members in the background;

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- Use of appropriate language in chat functions;
- Keeping lessons to a reasonable length of time so as not to prevent others in the household getting on with their day;
- Protocols for contact outside of normal operating times; and
- Screen fatigue –the health and safety implications of sitting in online learning sessions all day.

8. Safeguarding Guidance

Good practice ideas:

- It is best practice to work in an open environment avoiding private or unobserved situations and encouraging open communication
- Treating all learners equally with respect and dignity always putting the welfare of each individual first
- Maintaining a safe and appropriate distance with learners
- Being an excellent role model, be aware of the effect that your words and actions may have
- Assessments should be scheduled to be within the normal working day of the institution
- Ensure training and work experience providers are fully briefed on Safeguarding issues and that they agree to a Safeguarding policy or appropriate control measures.

Practices to be avoided:

- Spending excessive amounts of time alone with learners away from others
- Saying anything that might make the learner feel uncomfortable or debased.
- Saying anything that could be interpreted as aggressive, hostile or impatient.
- Being drawn into personal conversations or introducing personal subjects.
Sitting or standing too close to the learner
- Standing over the learner or otherwise making the learner feel pressured.
- Meeting other than at the pre-arranged venue
- Exchanging personal contact details.

12. Other Relevant Policies

Please refer to the following policies for further guidance:

- Equality and Diversity

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- Health and Safety
- Whistleblowing Policy

You can contact us by:

E: info@2020safetytraining.co.uk

E: sal@2020safetytraining.co.uk (Safeguarding Officer)W: 2020safetytraining.co.uk
(use contact form) 2020safetytraining.co.uk (use contact form)

Office Hours: 9:00 am to 17:00 pm Monday to Friday

Voicemail: Available outside of normal office hours.

It is 2020 STL policy that all enquiries will be dealt in a clear and friendly manner – with no undue delay.

Enquiries to [info@](mailto:info@2020safetytraining.co.uk) will normally be received initially by one of our customer service team on the number above and then, if necessary, transferred to the relevant member of staff.

Please note, whilst we are extremely committed to responding fully to all external enquiries, we are not obliged to disclose information if to do so would be a breach of confidentiality and/or any other legal duty.

Review frequency: Annual

Senior Manager: Training and Quality Director