



Safeguarding Policy

Shield Services Group

Experts in Providing
Specialist Services
Nationwide

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Introduction

This policy covers the following company's part of Shield Services Group: Shield Environmental Services Ltd, Shield Fire and Security Ltd, Shield Mechanical and Electrical Services Ltd, Shield Demolition Ltd & Shield Flooring Services Ltd.

Shield Services Group carries out activities which may bring our employees and people working on behalf of our organisation into contact with children and / or vulnerable adults. This policy is non-contractual but indicates the way in which Shield Services Group Ltd intends to deal with such matters. It should be read in conjunction with any further guidelines we issue on working with children and / or vulnerable adults.

Scope of this Policy

This policy applies to all employees, workers or volunteers whose duties bring them into contact with "children and/or vulnerable adults".

Aims of this Policy

This policy aims to create and maintain the safest possible environment for the "children/vulnerable adults" with whom we come in to contact, as well as for our employees and workers, and all reasonable steps will be taken to prevent all parties from harm.

Legal Considerations

There is a considerable body of legislation designed to ensure that children and vulnerable adults are protected and it is important to understand that everyone is responsible for their safety. The main pieces of legislation that affect this policy are:

- The Health and Safety at Work etc Act 1974 (HASAWA)
- The Rehabilitation of Offenders Act 1974
- The Children (Protection from Offenders) (Miscellaneous Amendments) Regulations 1997
- The Police Act 1997
- The Working Time Regulations 1998
- The Protection of Children Act 1999/Criminal Justice and Court Services Act 2000
- The Care Standards Act 2000
- The Conduct of Employment Agencies and Employment Business Regulations 2003
- The Safeguarding Vulnerable Groups Act 2006 (VBS)
- The Protection of Freedoms Act 2012
- The United Nations Convention on the Rights of the Child.

In addition, special rules apply to the working time and breaks for any young people who work for us.

Definitions

A "child" is anyone under the age of 18.

A "vulnerable adult" is a person aged 18 years or over who is:

- In residential accommodation provided in connection with care or nursing or receiving care or nursing at home
- Receiving health care
- In lawful custody or under the supervision of a probation officer

- Receiving a welfare service of a prescribed description or direct payments from a social services authority
- Receiving services, or taking part in activities, aimed at people with disabilities or special needs because of his/her age or state of health.
- It may be a person who is unable to take care of him/herself, or unable to protect him/herself against significant harm or exploitation. He/she may be elderly or frail, have learning disabilities, suffer from mental illness, have a physical disability, be a substance misuser, be homeless or in an abusive relationship.

Criminal Records

Those who are involved in work situations where they have sustained or prolonged unsupervised access to children or vulnerable adults are exempt from the Rehabilitation of Offenders legislation. This means that prospective employees, self-employed contractors and volunteers must declare all criminal convictions, however long ago; and these will be taken into account when deciding on their suitability for working with children or vulnerable adults. No-one will be permitted to undertake a role which involves regular contact with children or vulnerable adults without a satisfactory Disclosure and Barring Service (DBS) check.

However, a criminal record may not prevent a person from working for Shield Services Group Ltd in any other capacity: if that person is then asked to undertake tasks which will bring him/her into unsupervised contact with children or vulnerable adults, such as work experience placements, any record must be declared to the HR/ Payroll Manager who will take appropriate advice where necessary and will decide whether this task should be allocated to another member of staff.

Planning and Supervision

All activities or work involving children or vulnerable adults should be planned in advance to ensure that the age and ability of the participant(s) is taken into account. Employees, volunteers or freelancers supervising activities or work involving children/vulnerable adults should be competent and trained to do so. Supervision should take account of the age, gender, nature of the activity and any special needs of the individual(s). Where appropriate, a risk assessment will be undertaken and documented.

All workers should avoid working alone with a child or vulnerable adult wherever possible. If it is not avoidable they should plan their work so that at least two adults are present at any time, where possible including a Shield Services Group Ltd employee. The worker should preferably use a workstation where he/she and the child/vulnerable adult can both be seen by other colleagues or other adults. This guidance applies also to transport in vehicles - workers should not offer to transport a child or vulnerable adult anywhere unless accompanied by a further person or as part of a formal, authorised arrangement.

Physical Contact

On no account should any employee, worker or volunteer have any physical contact with a child or vulnerable adult unless it is to prevent accident or injury to themselves or anyone else (eg to prevent a fall), or in the case of medical assistance being needed (eg to administer first aid), or to provide nursing or other general care, in which case the prior consent of the affected person should be requested where possible. Where appropriate, consent from parents or those with parental or caring responsibility should be obtained.

If a child/vulnerable adult is hurt or distressed, the worker should do his/her best to comfort or reassure the affected person without compromising his/her dignity or doing anything to discredit the person's own behaviour.

Communication

Communication with children/vulnerable adults is vital in establishing relationships built on trust. Those working with children or vulnerable adults should listen to what they are saying and respond appropriately. Children and vulnerable adults are entitled to the same respect as any employees, workers and volunteers. It should also be made clear to them what standards of behaviour and mutual respect are expected from them.

Those working with children/vulnerable adults should behave appropriately, ensure that language is moderated in their presence and should refrain from adult jokes or comments which are clearly unsuitable. Workers should also note that what may be acceptable language to their friends may not be regarded as such by those of an older generation.

Behaviour and Abuse

We should all aim to promote an environment of trust and understanding. Those working with children/vulnerable adults should not tolerate anti-social behaviour but should try to ensure good working relationships.

All staff, workers and volunteers at Shield Services Group Ltd have a strict duty never to subject any child/vulnerable adult to any form of harm or abuse. This means that it is unacceptable, for example, to treat a child/vulnerable adult in any of the following ways:

- To cause distress by shouting or calling them derogatory names
- To slap them
- To hold them in such a way that it causes pain, or to shake them
- To physically restrain them (except to protect them from harming themselves or others)
- To take part in horseplay or rough games
- To allow or engage in inappropriate touching of any kind
- To do things of a personal nature for the person that they can do for themselves (this includes changing clothing, or going to the toilet with them unless another adult is present)
- To allow or engage in sexually suggestive behaviour within a person's sight or hearing, or make suggestive remarks to or within earshot of the child/vulnerable adult
- To give or show anything which could be construed as pornographic
- To seek or agree to meet them anywhere outside of our normal workplace without the full prior knowledge and agreement of the parent, guardian or carer
- To engage with them online in an unacceptable manner.

Suspicious of Abuse

Any worker who witnesses or suspects abusive behaviour towards a child/vulnerable adult should record the details and report it to the HR/ Payroll Manager. If a worker has suspicions, he/she must act on these and not ignore a potentially very serious situation. It is NOT the individual's responsibility to decide how serious the matter might be nor to investigate his/her suspicions - this requires expertise he/she is not expected to have.

Any allegations of abuse made against anyone working for Shield Services Group Ltd will be thoroughly investigated and dealt with through our disciplinary procedure. Serious breaches may lead to dismissal.

The HR/ Payroll Manager will appropriately record an allegation or reported incident. He/she will be responsible for contacting the statutory child protection agency such as the Local Safeguarding Children Board or the police if necessary.

We will aim to maintain any request for witness anonymity, where appropriate and possible, and to provide support if required.

Confidentiality

All personal information regarding children/vulnerable adults is highly confidential and should only be shared with appropriate people on a need to know basis. Information will be stored in the HR/ Payroll Managers office, access limited to the HR/ Payroll Manager and will only be kept for as long as is needed.

Anyone who is likely to have access to confidential material regarding children or vulnerable adults, or any of the bodies on behalf of whom Shield Services Group is working, will be required to sign a non-disclosure agreement. The requirement for confidentiality is emphasised

Contact Outside of Work

Contact should not be made with any of the children/vulnerable adults with whom we are working for any reason unrelated to the particular work. In particular, our employees are required to maintain our reputation for integrity and responsibility in dealing with such people, and should not enter into any social or other non-work related arrangements with them.

Gifts and Inducements

On no account should anyone from Shield Services Group give a child/vulnerable adult a gift or buy refreshments etc. which could in any way be considered a bribe or inducement to enter into a relationship with the Shield Services Group person or give rise to any false allegations of improper conduct against the individual.

Neither should anyone from Shield Services Group accept any gift or favour from a child/vulnerable adult unless this is of nominal value and is declared to his/her manager. For further details on this topic, see our policy on gifts and hospitality.

Communicating this Policy and Concerns

All employees, workers and volunteers at Shield Services Group will be made aware of this policy and a copy will be available in the Employee Handbook.

Furthermore, a copy of this policy will be given to all relevant bodies with whom we work and will be made available to parents and carers/family of children/vulnerable adults with whom we plan to work.

Any concerns about the assignment or people involved should be addressed with a manager or HR/ Payroll Manager.

Breach of this Policy

Failure to follow the guidelines in this policy is considered a serious offence and will be investigated thoroughly and dealt with through our disciplinary procedure. Serious breaches

may lead to dismissal (for employees) and termination of any agreement (for workers or volunteers).

Implementation, Monitoring and Review of this Policy

The HR/ Payroll Manager has overall responsibility for implementing and monitoring this policy, which will be reviewed on a regular basis following its implementation (at least annually) and additionally whenever there are relevant changes in legislation or to our working practices.

Any queries or comments about this policy should be addressed to the HR/Payroll Manager.
Reviewed by:

Name: Tracey Redmond

Name: Luke House

Position: HR/ Payroll Manager

Position: Managing Director

Signed:

A handwritten signature in black ink, appearing to be "TR" followed by a stylized flourish.

Signed:

A handwritten signature in black ink, appearing to be "LH" followed by a stylized flourish.

Dated: 16/01/2020



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