

Safeguarding Policy

Workforce: those employed or otherwise engaged to work at, or on behalf of, Campbell & Kennedy Ltd.

1. Our commitment

All our employees who face and/or interact with members of the public have a potentially influential role within their lives. Although, such interactions may be brief and moreover superficial in nature it can never be forgotten that you (**Campbell & Kennedy Ltd** Employee/Representative) have now become part of their planned/unplanned activity for the period of time needed to complete the contracted service(s) and, as such, their experience with you will reflect how they proceed thereafter. **Campbell & Kennedy Ltd** expect you to provide a service that not only meets, if not exceeds, our customer service standards but also to leave a positive legacy in your wake. This is especially pertinent for our more vulnerable customers (see **Campbell & Kennedy's** 'Vulnerable Groups Policy'). You have a unique opportunity to interact in ways that can be both affirming and service standard inspiring. This policy has been produced to help you to establish safe and responsive environments which safeguard all and reduce the risk of you being unjustly accused of improper or unprofessional conduct. We all have a duty of care to safeguard and promote welfare.

2. Objectives

The aim of the policy is to ensure you are aware of and understand your responsibilities, that of others, along with the reporting procedures for all Safeguarding issues.

3. Scope

This policy covers safeguarding of children/ Adults – as defined by law, and in the wider context all our customers. This policy will be reviewed annually by both the designated person and deputy designated person (see below) to ensure it, and the content within, is still relevant, applicable, valid and complying with current legislature.

4. Key Contacts

Designated person

Sharon Stephen

Business Resource Manager

s.stephen@campbellkennedy.co.uk

(0141) 952 1933

Deputy Designated person

Den Cooke

Quality Manager

d.cooke@campbellkennedy.co.uk

(0141) 435 7760

5. Definitions

Safeguarding is the protection of our customers, children and vulnerable adults from abuse and neglect, ensuring safety and care, and optimum service experiences.

Abuse is defined as behaviour towards a person that either deliberately or unknowingly causes them harm, or endangers their life or their human or civil rights. It can be passive, eg. failing to take action to care for someone, or failing to raise the alert about abuse; or active e.g. hitting, stealing or doing something that causes harm. Abuse can be one off or something that is repeated.

Abuse can be:-

- Physical
- Psychological
- Neglect
- Sexual
- Financial
- Emotional
- Violation of rights
- Discriminatory

A 'child' is defined as anyone under the age of 18.

A Vulnerable adult is defined by the activities that person either receives or carries out meaning that the adult will be considered vulnerable at that specific time. (See **Campbell & Kennedy Ltd** 'Vulnerable Groups' Policy).

6. Our responsibility

We all have a responsibility to ensure that children, young people and vulnerable adults are protected from harm and to minimise the risk of allegations against you. To assist you in this, on-going training and awareness, as well as continuous Information, advice and guidance from your line Manager will help you to feel confident in proactively promoting Safeguarding and understanding your individual responsibilities.

The responsibilities of particular individuals are detailed below:-

- The Company Directors - to ensure we have effective policies
- The Company Managing Director - to ensure policies are implemented and followed, and sufficient time and resources are allocated to employees to carry out their responsibilities.

The company designated person, and supporting person (as detailed in this policy) shall ensure all policies and procedures are up-to-date and maintain knowledge and awareness of relative training and development requirements as well as deal with safeguarding queries and concerns from **Campbell & Kennedy Ltd** staff members.

7.0 Safer Recruitment

Campbell & Kennedy Ltd carries out a safe recruitment process and ensures that all appropriate checks are carried out on new staff that will work or come into contact with our customers.

7.1 Disclosure and Barring Service (DBS) checks

The DBS check is a recognised check for employment engagement suitability and will be progressed before employment commences and at regular intervals whilst employed by the company.

7.2 Confidentiality

Information provided in a DBS report must be kept confidential and only on a need-to-know basis. Such information will be handled in accordance with the Data Protection Act (DPA) requirements and **Campbell & Kennedy's** data retention policy.

7.3 Failure to disclose information relevant to the DBS check may delay or cancel any agreed employment/contract commencement agreements.

Having a criminal record does not necessarily preclude an individual from working at **Campbell & Kennedy Ltd**. The decision as to whether a person with a criminal record should be appointed, or an offer of employment withdrawn, or employment terminated will be taken only after careful and thorough consideration of the outcome of any DBS check as well as the job and offence related factors.

7.4 Exploring a conviction and its relevance

All discussions relating to convictions must take place after the selection process has been completed and will involve the line manager and the Business Resource Manager. As part of the decision-making process they will normally meet with the individual to gain more information from the person about the nature and circumstances of any conviction.

The suitability for employment of a person with a criminal record will clearly vary, depending upon the nature of the job and the details and circumstances of any convictions. The decision will be made on the basis of a risk assessment to enable the applicant's criminal record and circumstances to be assessed in relation to the tasks he or she will be required to perform and the circumstances in which the work is to be carried out.

The following job-related factors should be taken into account:

- Does the post involve direct contact our customers or other members of the public?
- What level of supervision will the post-holder receive?
- What level of trust is involved? Will the nature of the job present any opportunities for the post-holder to re-offend in the place of work?
- Does the post involve any direct responsibility for finance or items of value?
- Does the post involve any contact with children or other vulnerable groups or employees?

The assessment is also likely to include consideration of the following factors relating to the individual's offence(s):-

- The seriousness of the offence(s) and relevance to the safety of other employees and the public etc;
- The length of time since the offence(s) occurred;
- Relevant information offered by the person about the circumstances that led to the offence(s) being committed, for example the influence of domestic or financial difficulties;
- The degree of remorse, or otherwise, expressed by the person and their motivation to change;
- Whether the offence was a one-off, or part of a history of offending;
- Whether person's circumstances have changed since the offence(s) was committed, making re-offending less likely;
- Whether the offence has since been decriminalised.

Following careful and thorough consideration of all these matters and consultation with the Business Resource Manager and the Line Manager, a decision will be made as to whether the individual should be appointed. If appropriate we may seek further information from relevant bodies when reaching this decision. If the decision is not to appoint, a letter will be sent to the individual confirming the reasons for this decision.

The above process will also be followed in the event of a criminal conviction coming to light after the formal offer of employment has been made or during employment. In such cases the **Campbell & Kennedy Ltd** would reserve the right to withdraw the offer of appointment where appropriate or terminate employment in line with the company's Disciplinary Policy (or Probationary Policy if in probationary period).

8. Reporting a concern

a) If a customer raises a concern/ allegation with you: If the customer has a concern over their own personal welfare and wellbeing, you are to listen to and record all information given, making no judgement or assumptions.

You must report the issue to the designated person, regardless of whether the customer agrees. The designated person will then decide the appropriate course of action, and if a referral outside the organisation is appropriate.

b) If a customer has a concern/ allegation that they choose not to raise with you then they are to contact **Campbell & Kennedy's** designated person. Contact details for the designated person are available within this policy.

c) If a customer has concerns over another customer: To follow procedure set out as point (a) If a customer raises an issue/ allegation with you.

9. Training and Educating Employees

All employees undertake the 'Safeguarding Policy' awareness at induction and will sign the policy document confirming completion, understanding, acceptance and commitment to the standards and principles contained within.

10. Associated policies

- Ethical Codes of Business Policy
- Equality and Diversity Policy
- Vulnerable Groups Policy
- Grievance Policy
- Disciplinary Policy
- Capability Policy
- Young Persons Policy
- Data Protection Act Policy
- Whistle Blowing Policy

11. Reporting procedure for Safeguarding concerns

Detailed Procedure for dealing with Safeguarding Concerns: -

- Recognition
- Response
- Report
- Record
- Refer

a. Recognition

Signs of abuse can be difficult to spot, as can a customer trying to find the right language to tell you about a concern. If you have any concerns over the welfare of the customer from what you have seen, heard, discussed with the customer or you have noticed changes in their behaviour and cause you safeguarding concerns you must report it to the designated person.

b. Response

No report or concerns about possible abuse should be ignored. If the customer discusses a concern with you record all the details they disclose to you. Your main role here is to listen and record with no judgements or leading questions; you must stay calm and not let them know if you feel panicked or shocked. Do not make any promises about what will happen next, but only that you will pass it onto the Designated Person within **Campbell & Kennedy Ltd** and that we will do everything we can to help

c. Record and Report

Report the concerns to the Designated Person, ensuring you have recorded all details of the conversation. These documents will remain confidential between the Designated Person and individual

that has reported it, unless the Designated Person deems it appropriate to take further action and involve other agencies

d. Referral

The Designated Person will then take the decision of what course of action should be taken. Only the Designated Person should be taking the decision to make referrals outside of the organisation.

12. Understanding & Commitment Confirmation

I _____ (Name) of _____
(company name if not a **Campbell & Kennedy Ltd** employee/contractor) have read, understood and agree to abide by the principles detailed within this Safeguarding policy and fully adhere to all such requirements and subsequent revisions thereof.

_____ (signed)

_____ (company position)

_____/_____/20____ (Date)