

NECC Safeguarding Policy

Policy Statement

NECC has a duty of care to safeguard from harm all vulnerable adults and young people. We will ensure the safety and protection of all adults and young people involved in NECC through adherence to the following Safeguarding guidelines adopted by NECC.

In simple terms, we need to ensure we work effectively together to make the learning environment safe and secure for all.

The policy is divided into 9 sections:

- Recruitment and Selection of Staff
- Code of Practice
- Confidentiality and Information sharing
- Recognition
- Response
- Reporting
- Recording
- Referral
- Designated Protection Person

Recruitment and Selection of Staff

All prospective staff, recruited to work with learners, will complete an application form which asks for information about the applicant's post, a self-disclosure about any criminal record and an agreement to be checked by the Criminal Records Bureau (CRB). The CRB check will be completed during the probationary period. Two references will be requested, either from their previous employer or from someone known to them personally, but not a relative. Evidence of identity will be required, such as a passport or a driving licence with a photograph.

Code of Practice

These are guidelines for staff working with learners:

- Always work in an open environment avoiding private or unobserved situations and encouraging open communication.
- Treat everyone as individuals with equal concern, respecting their background and culture.
- Always put the welfare of each person first.
- Maintain a safe and appropriate distance from each person, including no physical contact without a person's permission, whilst maintaining supervision.
- Do not take a learner alone in a car on journeys, however short. If this is unavoidable, ensure you tell someone else where you are going, what you are doing and why.

- Do not speak inappropriately to a learner i.e. Do not use bad language or sexually suggestive language.

Confidentiality and Information Sharing

- Colleagues will ensure confidentiality protocols are adhered to and information is shared appropriately. If in any doubt about confidentiality, colleagues will seek advice from their Regional Manager or Head of HR.
- The Regional Manager or Designated Protection Person will disclose any information about an adult or young person to other members of staff on a need-to-know basis only.
- All colleagues must be aware that information an adult or young person discloses regarding abuse of themselves or another person must be shared as appropriate, and cannot be kept secret.
- Information will be shared on a 'need to know' basis – taking account of the best interests of the adult or young person.
- Any exchange or disclosure of information must be in accordance with the Data Protection Act 1998 and the Human Rights Act 1998 and the Freedom of Information Act 2000.
- NECC recognises that confidentiality must be designed to safeguard the best interests of the abused person and must not be confused with protecting the management interest of an organisation.
- NECC operates a 'Whistle blowing' Policy if any staff have any concerns about the conduct of their colleagues.

Recognition

The ability to recognise behaviour that may indicate abuse is of fundamental importance. Colleagues must be aware that the abuse may occur at work, in a training centre, in the home or in any other setting in which the learner may find themselves.

Type of Abuse	Indicators, signs and symptoms
PHYSICAL – punching, hitting, kicking, pushing, burning, poisoning, cutting, biting, scratching, scalding, and shaking.	Bruising Cuts and Abrasions Burns Frequent fractures Poisoning Frequent hospital visits
EMOTIONAL/PSYCHOLOGICAL - name-calling, teasing without warmth or humour, swearing, shouting, ridiculing, humiliating, threatening, conveying of worthlessness, constant criticism, controlling, and harassment.	Undemonstrative behaviour Attention seeking behaviour Destructive behaviour Over-mature or Immature behaviour Inappropriate responses

SEXUAL ABUSE – Rape and sexual assault or sexual acts to which the vulnerable adult or young person has not consented, could not consent or was pressured into consenting	Awareness of any discussions between learners about: <ul style="list-style-type: none"> • Genital, anal and oral damage • Repeated urinary tract infections • Sexually transmitted disease Pregnancy Sexually explicit behaviour
NEGLECT – Failure to meet basic physical and/or psychological needs.	Over or Underweight Chronic conditions Persistent illness and tiredness Inadequate hygiene Inadequate and inappropriate clothing Repeated lateness/Poor attendance

Colleagues should also be aware of additional types of abuse such as:

Financial or Material – theft, fraud, exploitation, pressure in connection with financial transactions, the misuse or misappropriation of property and possessions.

Bullying (including cyber-bullying) – oppression or persecution of a weaker person by a stronger person.

Domestic – whole range of abuses occurring within the home setting.

Self-Harm – includes self-injury and self-poisoning – intentional direct injuring of body tissue without suicidal intent – most common form is skin cutting.

Response

Appropriate response is vital. No report of a concern about possible abuse should ever be ignored. In order to determine the most appropriate response; find out whether you are dealing with an allegation from a learner against a member of staff, employer, work colleague, fellow learner or another.

Is this disclosure from an individual alleging abuse to themselves or to another? Is it the reporting of a concern or suspicion? What, precisely, is alleged to have happened? Detailed clarity is vital. If you suspect or are told that an adult or young person is being abused:

- Stay calm
- Listen carefully to what is said
- Allow them to speak, but be very careful not to say anything that may suggest or prompt a particular answer.
- Accept at face value what they say.
- Re-assure them that you are listening carefully to them but refrain from promising to ‘keep a secret’. Make it clear that you may have to tell someone else who can help to sort things out.
- Re-assure them that they have done the right thing in telling you.

- Tell the adult or young person what you will do next and with whom the information will be shared.
- You should IMMEDIATELY report all Safeguarding concerns to a Designated Protection Person by the quickest way possible. Ensure your Line Manager is also made aware.
- All Safeguarding concerns must be recorded via the Intranet using the electronic Safeguarding Issue form – this is located on the Intranet>Training Home page>Safeguarding Issue. Please ensure the following details are included:
 - Name/Date of Birth and Address of Learner
 - Learner Contact numbers (mobile, work and home)
 - Employer Name and address
 - Employer contact numbers
 - Date(s) and time(s) of abuse/incidents
 - Record precisely what has been alleged

Reporting

Remember that you are not responsible for deciding whether abuse has occurred. That is the task for the professional agencies, following a referral from NECC's Designated Protection Person. Any concerns regarding allegations of abuse must be in the first instance, be reported to your Designated Protection Person via Safeguarding Issue (located on the Intranet – Training Home Page). This record will alert the Designated Protection Person – who will then decide whether to discuss the concern/allegation with Social Services or the police and if appropriate, make a direct referral. Once you have completed a Safeguarding Issue the record will be kept confidential and the information will only be viewable by the referrer and the Designated Protection Person.

Recording

You should record precisely what has been alleged, using the words of the complainant. Your record should use accurate quotation. It should also, if felt appropriate, include factual observations about the observable physical and emotional state of the individual sharing their concerns with you. This information will be recorded and stored securely, in line with confidential policy and will only be accessible to those who need to access it as part of action to resolve a complaint or allegation.

Referral

Only the Designated Protection Person can make a decision to refer a complaint or allegation, having gathered and examined all relevant testimony and information. No-one other than the Designated Protection Person should mount an investigation into complaints, allegations or suspicions of abuse. An investigation may include questioning colleagues, learners, carers, parents, learner representatives, volunteers, partners and the complainant. Actions of these sorts carried out by someone other than the Designated Protection Person could be construed as unjustified interference which could jeopardise an investigation and any possible court case.

Designated Protection Person

Duties:

- To familiarise themselves with NECC's Safeguarding policy and ensure it is reviewed on an annual basis.
- To ensure that all colleagues are aware of NECC's Safeguarding policy and where to access the information.
- To ensure that the Policy is adhered to and raise any concerns in this respect with the Head of Skills Development.
- To receive any concerns about any NECC learners, adults or young people employed or on work placement with us.
- To respond to those concerns by discussing the matter with whoever has raised the concern, notifying the Head of Skills Development and agreeing an appropriate response to the situation. Depending on the nature of the concern, the response may range from simply keeping a record of the concern to immediately, contacting the most appropriate external agency.
- To keep confidential records of any concerns received and the response.
- To attend any training events appropriate to the position.
- Head of Skills Development is to forward a monthly report to the Director of Training and Skills Development; for submission to Training Board.

Designated Protection Persons appointed by NECC are:

1. Name: John Millichap, Head of Skills Development
Location: NECC, Middlesbrough Office
Contact No: 07736 799727
2. Name: Pamela Robertson, Head of Human Resources
(for complaints/concerns involving NECC employees)
Location: NECC, Durham Office
Contact No: 07714 845601

This policy will be reviewed annually by NECC.

A handwritten signature in black ink, appearing to read 'J. Robertson', with a stylized flourish at the end.

Signed:
(Chief Executive)

Date: January 2012