



**Arrow Care Training**

## **Safeguarding Adults/ Young people Policy**

Arrow Care Training Ltd is committed to keeping vulnerable adults and young people safe. Arrow Care Training Ltd acknowledges we have a duty of care to act appropriately to any allegations, reports, or suspicions of abuse.

It is important that all staff follow the policy and procedures that are in place to ensure we work to prevent/minimise abuse and know what to do in the event of abuse occurring

All staff have a Nationally recognised Safeguarding qualification with annual updates.

This policy is available to staff, employers, learners, parents/guardians, others who may do work on behalf of Arrow Care Training and the public via our website, electronically via email, hardcopy by contacting our office on 0114 2475777. It is available in different font sizes and can be printed on different coloured paper. A summary is also available in the learner handbook. Staff are trained in how to use the policy as part of their induction and role

The policy applies to all staff, including senior managers, management, paid staff, Learners, Employers, and anyone working on behalf of Arrow Care Training Ltd

We will –

- Ensure a safe recruitment policy is adhered to by gaining two references prior to commencing their role and a DBS enhanced disclosure
- Ensure that all staff are trained in Safeguarding with yearly updates. Staff will have hands on experience within the sector to ensure theory and practical competencies are up to date
- Ensure that all teaching staff have or are willing to work towards Education and Training Diploma at Level 5
- Promote good practice at all times through induction, CPD events, meetings, supervisions. Empower staff to work in a way that can prevent harm, abuse from occurring.
- Ensure that should an allegation of abuse be identified by any person, the designated person at Arrow Care Training will be informed. The designated person will collect information on the incident and complete an incident report. This person will then report to the designated person at the main contractor immediately and provide the information collated. Arrow Care Training will take instructions from the main contractor. The designated person from Arrow Care Training will work with the designated person from the main contractor until the matter has been resolved
- Ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported by the most relevant people.

- Monitor apprentices to ensure they are safe in the workplace and in the training environment
- Train every learner on how to keep safe on-line plus personal safety. Each learner is issued with the Keep Safe booklet for future reference. This can be provided electronically or as a hardcopy in different font sizes and/or printed on different coloured paper
- Monitor apprentices' well-being on each visit and check they are not being exploited
- Inform Learners and Employers of our policies and procedures through Inductions, briefings, and contractual agreements. Provide names and links to external safeguarding individuals where support can be accessed i.e., main provider, and other helplines as identified in the Learner handbook
- Work with our Main provider as necessary should we have any safeguarding issues
- Ensure that the designated person will receive updates via 'myscie' account plus cascade to others of any changes to the Safeguarding Framework
- Ensure that all learners, employers and employees are made aware of the 'Citizen Aid' app and encourage them to download it to their mobile phone

Abuse may include any of the following, this list is not exhaustive

- Physical abuse: including hitting, slapping, punching, burning, misuse of medication, inappropriate restraint
- Sexual abuse: including rape, indecent assault, inappropriate touching, exposure to pornographic material
- Psychological or emotional abuse: including belittling, name calling, threats of harm, intimidation, isolation
- Financial or material abuse: including stealing, selling assets, fraud, misuse or misappropriation of property, possessions or benefits
- Neglect and acts of omission: including withholding the necessities of life such as medication, food or warmth, ignoring medical or physical care needs
- Discriminatory abuse: including racist, sexist, that based on a person's disability and other forms of harassment, slurs or similar treatment
- Institutional or organisational: including regimented routines and cultures, unsafe practices, lack of person-centred care or treatment
- Genital mutilation

Abuse may be carried out deliberately or unknowingly. Abuse may be a single act or repeated acts. All potential abuse needs to be reported immediately

The Designated Named Person(s) for Safeguarding Adults and young people in Arrow Care Training Ltd is: -

Dianne Taylor 1<sup>st</sup> contact  
 Email – [dianne.taylor@arrowcaretraining.co.uk](mailto:dianne.taylor@arrowcaretraining.co.uk)  
 Tel. No. 0114 2475777, mobile 07974406557

Nicola Starrs  
 Email – [nicola.starrs@arrowcaretraining.co.uk](mailto:nicola.starrs@arrowcaretraining.co.uk)  
 Tel. No 0114 2475777, mobile 07788836218

**Please note:**

If a Learner or Employer wishes to contact a Safeguarding lead from the main provider, the contact details are on page 1 of the Individual Learning Plan

Other relevant policies to support this Safeguarding policy

- Equality and Diversity
- Complaints
- Whistle Blowing
- Confidentiality
- Disciplinary and Grievance
- UK GDPR
- Safer Recruitment and Selection
- Prevent
- Health and Safety

The roles and responsibilities of the named person(s) are:

- To ensure that all staff are aware of what they should do and who they should go to if they have concerns that a vulnerable adult or young person may be experiencing, or has experienced abuse
- To ensure that concerns are acted on, clearly recorded and referred to the designated person or agency
- To follow up any referrals and ensure the issues have been addressed.
- Consider any recommendations from the Safeguarding process or implement any actions
- To reinforce the utmost need for confidentiality and to ensure that staff are adhering to good practice with regard to confidentiality and security. This is because it is around the time that a person starts to challenge abuse that the risks of increasing intensity of abuse are greatest.
- If appropriate staff will be given support and afforded protection under the Public Interest Disclosure Act 1998:

Responding to allegations of abuse

- Reassure the person concerned
- Listen to what they are saying
- Record what you have been told/witnessed as soon as possible
- Remain calm and do not show shock or disbelief
- Tell them that the information will be treated seriously
- Don't start to investigate or ask detailed or probing questions
- Don't promise to keep it a secret

If you witness abuse or abuse has just taken place the priorities will be:

- To call an ambulance if required
- To call the police if a crime has been committed
- To preserve evidence
- To keep yourself, staff, and others safe
- To inform the Designated Named Person in your organisation

- To record what happened, where (name of place) time, who/what was involved, contact details of any witnesses, your name and contact details

All situations of abuse or alleged abuse will be discussed with the Designated Named Person or their deputy. If a staff member feels unable to raise this concern with the Designated Named Person or their deputy, then concerns can be raised with the main provider

Commitment has been gained from the Directors, staff, main contractor and the awarding organisation through yearly audits

Signed off by –

Name –

Signature –

Date -