

# Heritage Care at Home Ltd

## Safeguarding Children and Young People Policy

Policy reviewed and valid from: 01/01/20



*"In accordance with the Children Act 1989 and 2004, a child is any person who has not yet reached their 18th birthday.*

*The fact that a child has reached 16 years of age, is living independently or is in further education, in a member of the armed forces, or is in hospital, or in custody in the secure estate, does not change his/her status or entitlements to services and protection." (The Suffolk Safeguarding Children Board)*

### Purpose

Heritage care at Home Ltd is committed to "working together" to the highest achievable levels to protect both adults and children and young people from harm. These procedures co-ordinate the responsibilities of all the agencies involved. Our work within the community could include working within a family situation.

### Scope

All Heritage Care at Home Ltd employees.

Nominated Person for child Protection is Mrs Pat Smith (HCH Nominated Individual).

**Important note:** Suffolk County Council has a set of guidelines on child abuse reporting and those guidelines take precedence over this policy. All the key child protection policies and guidance that agencies must follow to keep children safe in the county is available on the Suffolk Safeguarding Children Board ([www.suffolkscb.org.uk](http://www.suffolkscb.org.uk)). They explain what is expected of everybody when there is a concern about a child's safety, what they should do, who they should contact and how. The procedures apply to all children up to the age of 18 years including unborn babies.

The Suffolk Safeguarding board can be contacted for information or if you are concerned about the safety of a **child or young person** at risk of abuse, harm or neglect. They can be contacted in the following ways:

Telephone: **0808 800 4005**

Online: [www.suffolkscb.org.uk](http://www.suffolkscb.org.uk)

For emergencies or if you suspect someone is in immediate danger: **dial 999**

The above details need to be used to report any actual or suspected case of abuse. Heritage Care at Home Ltd works closely with Suffolk County Council.

*"Suffolk SCB recognises that safeguarding and promoting the welfare of children and young people involves:*

- *Protecting from maltreatment*
- *Preventing impairment of health and development*
- *Ensuring that children grow up in circumstances consistent with the provision of safe and effective care*
- *Enabling children to have optimum life chances and enter adulthood successfully" (the Suffolk Safeguarding Children Board)*

### Policy

Any decisions when assessing care packages will be made with full consideration of family situations and full family agreement, whenever possible, unless to do so would place the Customer or their family or child/ren at risk of significant harm. Heritage Care at Home Ltd recognises it is important

not to generalize. Each situation needs to be carefully assessed so that any necessary support can be provided at an early stage.

Somebody may abuse or neglect a child or young person by inflicting harm, or by failing to act to prevent harm. Children or young people may be abused in a family or in an institutional or community setting; by those known to them, or more rarely by a stranger in the same way a vulnerable adult may be. All staff working for Heritage Care at Home Ltd will have undergone a, working with children and vulnerable adults, DBS check prior to starting work and they will receive full safeguarding training.

## **Purpose of this policy**

### **DOING NOTHING IS NOT AN OPTION**

If we know or suspect that a child or young person is being abused, we will do something about it and ensure our work is properly recorded.

### **Safeguarding Is Everybody's Business**

No single agency can act in isolation to ensure the welfare and protection of a child or young person. Abuse, and the fear of abuse, has a significant impact on an individual's ability to maintain and maximize their health and wellbeing. All individuals and agencies working with, and/or having contact with a child or young person, including the general public, have a key role to play in protecting children and young people from abuse, exploitation and/or mistreatment.

A position of Zero Tolerance towards the abuse of all children and young people in any situation whether it is in their own home or a supported tenancy will be adopted.

All children and young people should be protected from abuse and supported in seeking treatment and redress in the event that they have been abused and that action should be taken against those who deliberately abuse children and young people.

Action will be coordinated against perpetrators to ensure that parallel processes are dovetailed including prosecution, disciplinary action and removal from, or notification to, professional registers, the POCA List and similar bodies.

### **Aim of the Policy**

The aim of this policy is to ensure that all individuals working with, and/or having contact with children or young people work effectively and in partnership to:

- Promote the wellbeing, security and safety of children and young people consistent with their rights, capacity and personal responsibility, and prevent abuse occurring wherever possible
- Ensure that the process of reporting, investigation and subsequent action, is as effective as possible in achieving good outcomes for children and young people
- Ensure that the processes of investigation, assessment and prevention of abuse do not constitute an abusive or harmful series of events for the child or young person

Accomplishing these aims requires the careful consideration of time and commitment of all the people and agencies involved in the child or young person's life. This Policy requires the maintenance and development of co-operative relationships based upon trust and a mutual understanding of the roles, responsibilities and limitations of those involved.

## **Objectives of the Policy**

In order to achieve positive outcomes for children and young people who are experiencing abuse, or at risk of abuse, agencies will actively work together:

- Identify the abuse of children and young people where it is occurring
- Respond effectively to any circumstances giving grounds for concern or where formal complaints or expressions of anxiety are expressed
- Ensure the active participation of individuals, families, groups and communities wherever possible and appropriate
- Raise awareness of the extent and impact of abuse on children and young people
- Promote and strengthen partnerships and actions designed to reduce abuse and the fear of abuse as experienced by children and young people
- Regularly monitor and evaluate the way in which policies, procedures and practices for the protection of children and young people are working
- Regularly review and update policies, procedures and practices to reflect the current state of knowledge in relation to safeguarding children and young people, and learning gained from experience
- Ensure that the law is known and used appropriately where necessary so that children and young people receive the protection of the law and access to the judicial process

## **Principles**

To protect basic civil and human rights, a set of principles must underpin all work with children and young people

**Privacy** The right of individuals to be left alone or undisturbed and free from intrusion or public attention into their affairs. However, if there is reason to believe that a crime has been committed and/or children and young people may be at risk, then there is a duty to inform other agencies such as the Police and regulatory bodies.

**Dignity** Recognition of the intrinsic value of people regardless of circumstances by respecting their uniqueness and their personal needs; treating with respect.

**Independence** Opportunities to act and think without reference to another person, including a willingness to incur a degree of calculated risk.

**Choice** The opportunity to select independently from a range of options.

**Rights** The maintenance of all entitlements associated with citizenship.

**Fulfillment** The realization of personal aspirations and abilities in all aspects of daily life

## **Policy Statement**

There can be no excuses for not taking all reasonable action to protect children or young people from abuse, exploitation and/or mistreatment.

All citizens of the United Kingdom have their rights enshrined within the Human Rights Act 1998.

## **Procedure**

Any suspected abuse will be dealt with immediately Heritage Care at Home Ltd will report any abuse or suspected abuse to the Suffolk Safeguarding Team, through customer first following the Suffolk County Council guidelines. Heritage Care at Home Ltd will report also to CQC all abuse or suspected abuse using the on line notification process at: [www.cqc.org.uk](http://www.cqc.org.uk)

## **Information Sharing**

Personal information is subject to the principles of the Freedom of Information Act 2000, the Data Protection Act 1998, the Human Rights Act 1998 and the common law doctrine of confidentiality.

Concern about the abuse of vulnerable children provides sufficient grounds to warrant sharing information on a “need to know” basis and/or “in the public interest” in accordance with established data protection principles. Unnecessary delays in sharing that information should be avoided

The principles that govern the sharing of information include the following:

- Information should only be shared on a ‘need to know basis’ when it is in the best interests of the customer
- Confidentiality must not be confused with secrecy.
- Informed consent to the sharing of information should be obtained from the person involved. However, if it is not possible as other vulnerable children may be at risk, or a crime may have been committed, it may be necessary to override this requirement.

It is not appropriate for agencies to give assurances of absolute confidentiality in cases where there are concerns about abuse, particularly in those situations when other vulnerable people may be at risk.

Service Providers must notify the CQC about abuse or alleged abuse involving a person(s) using the service whether the person(s) are the victim(s), the abuser(s) or both.

By regulatory law service providers must notify the CQC without delay incidents of abuse and allegations of abuse, as well as any incident which is reported to or investigated by the police

## **Monitoring and Review of this Policy**

Monitoring and review of this policy and associated procedures is undertaken annually and changes to it are informed by consultation with staff that operate the policy.

All staff are encouraged to give feedback at any time on any difficulties they have in operating the policy. Any issues can be raised with line management or a Director, who will ensure they are considered and appropriate action taken.

## **Equalities and Diversity**

We recognize that we belong to a society that can sometimes discriminate unfairly and unjustly against some individuals and groups and that discrimination results in disadvantage and lack of opportunities.

We recognize that some children and young people can suffer disadvantage as a result of discrimination and that this can increase vulnerability. We will work to ensure that no one receives less favorable treatment because of their:

- sex
- age
- marital status
- race or origin
- religion
- disability
- sexuality

Heritage Care at Home Ltd want those facing discrimination to feel able to report abuse and receive the same protection as any other member of society.

## **Whistle blowing**

Where concerns are held about a vulnerable child or young person regarding malpractice or misconduct in a workplace or by employees of an organization /agency, those concerns should in most circumstances be raised with Heritage Care at Home Ltd.