



**Insulation Environmental  
Training Trust Ltd  
IETTLO**

**Young People and Vulnerable Adults  
Safeguarding Policy and Procedures**

September 2019  
Review Date September 2020



This policy will inform you what abuse is, what signs to look out for, what actions to take and what will happen next.

Every young person and vulnerable adult has the right not to be abused. As an adult working with young people and vulnerable adults we all have a responsibility for the safety of young people and vulnerable adults.

This policy is designed to ensure that you are equipped with the knowledge and information to enable you to follow IETTLO's young people and vulnerable adults safeguarding responsibilities.

It is not our job to establish whether or not abuse is taking place, it is our responsibility however to report any concerns we have over the welfare of young people or vulnerable adults. This duty extends to the identification of abuse, poor practice by members of IETTLO, as well as allegations brought to the attention of IETTLO by a member of the public.

It is important to be aware that IETTLO has both a moral and legal obligation to ensure the duty of care for young people and vulnerable adults throughout the business. We are committed to ensuring that all young people and vulnerable adults are protected and kept safe from harm whilst engaged in IETTLO business.

### **Safeguarding Young People and Vulnerable Adults**

We acknowledge that there are different issues to take into account when dealing with cases of the abuse of young people and vulnerable adults. The emphasis in our work with young people and vulnerable adults is to promote their empowerment and well-being through the services we provide and to act in a way which supports the rights of individuals to lead a life based on self



determination and personal choice and recognise people who are unable to make their own decisions and/or protect themselves, their assets and bodily integrity.

IETTL accepts the moral and legal responsibility to implement procedures, to provide a duty of care for young people and vulnerable adults, safeguard their well being and protect them from abuse when they are engaged in IETTL business. We aim to do this by:

- Respecting and promoting rights, wishes and feelings of young people and vulnerable adults
- Raising the awareness of the duty of care responsibilities relating to young people and vulnerable adults
- Promoting and implementing appropriate procedures to safeguard the well-being of young people and vulnerable adults to protect them from harm
- Creating a safe and healthy environment, avoiding situations where abuse or allegations of abuse may occur
- Recruiting, training, supporting and supervising staff to adopt best practice to safeguard and protect young people and vulnerable adults in line with this Policy and Procedures



This policy and these procedures are based on the following principles:

- The welfare of young people and vulnerable adults is the primary concern
- All young people and vulnerable adults irrespective of their age, culture, disability, gender, language, racial origin, socio-economic status, religious belief and/or sexual orientation have the right to protection from abuse
- It is everyone's responsibility to report any concerns about abuse
- All incidents of alleged poor practice, misconduct and abuse will be taken seriously and responded to swiftly and appropriately
- All personal data will be processed in accordance with the requirements of the General Data Protection Regulation (GDPR) 2018
- The term young person is used to refer to anyone under the age of 18yrs
- The term vulnerable adult can include people with learning disabilities, people with mental ill health, people with certain physical illnesses or people with drug or also alcohol problems
- The term staff is used to refer to employees or anyone working on behalf of the IETTL.

Abused young people and vulnerable adults are more likely to disclose details of abuse to someone they trust and with whom they feel safe. By listening and taking seriously what the young person or vulnerable adult is saying you are already helping the situation. The following points are a guide to help you respond appropriately.

**Actions to be taken by the person being disclosed to:-**

- React calmly so as to not frighten them
- Take what the person says seriously, recognising the difficulties inherent in interpreting what is being said by a person who has a speech impairment or differences in language
- Avoid asking direct questions other than those seeking to clarify your understanding of what the person has said. They may be subsequently formally interviewed by the police or social care services and they should not have to repeat their account on several occasions



- Inappropriate and excessive questioning at an early stage may also impede the conduct of a subsequent criminal investigation
- Reassure the young person or vulnerable adult **but do not make promises of confidentiality** which will not be feasible in the light of subsequent developments
- Explain to them that you will have to share your concerns with the designated Safeguarding officer who has the authority to act
- Tell them they were not to blame and that they were right to tell
- Record in writing on the Young Person and Vulnerable Adults Incident Reporting Form (See Appendix 1) all the details that you are aware of and what was said using the Young Persons or Vulnerable Adults own words, immediately.

### **Actions to Avoid**

The person receiving the disclosure should not:

- Dismiss the concern
- Panic
- Allow their shock or distaste to show
- Probe for more information than is comfortably offered – do not overpressure for a response
- Speculate or make assumptions
- Make negative comments about the alleged abuser
- Make promises or agree to keep secrets
- Should not suggest any action/s or consequences that may be undertaken in response to the disclosure



All suspicions, concerns and disclosures have to be reported immediately to a designated safeguarding officer

They have the responsibility to;

- Ensure that arrangements are made to identify staff that require training in young people and vulnerable adult protection issues within their responsive area
- Ensure that Report forms and copies of the policy and procedures are available in their respective service areas
- Receive information from staff, volunteers and children who have concerns, and record them using appropriate forms and procedures identified
- Represent IETTLO on formal investigations into allegations of abuse led by Social Care Services
- Receive the appropriate training



Every effort should be made to ensure that confidentiality is maintained for all concerned in the safeguarding of young people and vulnerable adults. Information should be handled and disseminated on a need to know basis only. This includes the following people:

- A designated Safeguarding Officer
- Social Care Services / Police
- The parent or carers of the person who is alleged to have been abused
- The person making the allegation
- The alleged abuser

The responsible **Safeguarding Officer** will:-

Ensure that the procedures are followed appropriately in consultation with Social Care services.

The designated officers will follow the policy to ensure;

- The appropriate agencies are informed
- Information is recorded and stored appropriately
- Staff involved are supported as required.

### **Confidentiality with Vulnerable Adults**

It is extremely important that allegations or concerns are not discussed, as any breach of confidentiality could be damaging to the young person or vulnerable adult, their family and any young person or vulnerable adult protection investigations that may follow.

Where a vulnerable adult expresses a wish for concerns not to be pursued then this should be respected wherever possible. However decisions about whether to respect the persons' wishes must have regard to the level of risk to the individual and / or others and their capacity to understand the decision in questions and to make decisions relating to it. In some circumstances the persons' wishes may be overridden in favour of consideration of safety for the person and other vulnerable adults.



Where a staff member is approached regarding an allegation, issues of confidentiality should be clarified early in the discussion, and the person informed that the member of staff will at the very least have to disclose the conversation to the line manager and depending on the severity of the information may be disclosed to Social Services or the Police.

There are circumstances when young person or vulnerable adult can be placed at greater risk by sharing concerns with their parents / carers e.g. where the parent / carer is the one who may be responsible for the abuse. In these circumstances, or where concerns still exist despite an explanation from parents / carers, any suspicion, allegation, or incident of abuse must be reported to a Safeguarding Officer immediately and recorded.

When there are ongoing concerns regarding a parent or carer in relation to the alleged abuse of a young person or vulnerable adult the parent or carer should be contacted about the allegation of abuse. Social Services and / or the Police will do this at an appropriate time.

It is important that any concerns from the welfare of the young person or vulnerable adult arising from abuse or harassment are recorded immediately to a Safeguarding Officer and an incident report form completed **(In the case of an allegation being made about a Designated Safeguarding Officer this should be reported to an alternative Safeguarding Officer for further action)**

There may be circumstances where allegations are about poor proactive behaviour rather than abuse, but this should always be communicated to the Safeguarding Officer for guidance and appropriate action.

Strong feelings may be generated by the discovery that an employee may be abusing a young person or vulnerable adult. This can raise concerns among other employees or members and create difficulties in reporting such matters. We will fully support and protect all staff / members who, in good faith (without malicious intent), report his or her concern about a colleagues practice or the possibility that a young person or vulnerable adult may be being abused.





Where there are allegations of abuse or concerns about poor practice of an employee or member there may be three strands of investigation:

1. Externally led by Social Services - Young Person or Vulnerable Adult Safeguarding Investigation
2. Externally led by the Police Authority – Criminal Investigation
3. Internally led – disciplinary or misconduct investigation

In the first two incidents IETTL will not be involved in any form of investigation unless requested to do so by the Social Services or Police Authority and feedback on outcomes of any investigation will not usually be fed back to the Safeguarding Officer involved unless there are outstanding misconduct issues to address.

As an IETTL employee or Trustees the usual terms and conditions for disciplinary investigations will apply. If this happens consideration will be given to suspension on full pay pending the outcome of the investigation.

IETTL will assess each individual allegation on its own, taking into account the findings of any criminal investigation and respond to the outcome of the investigation in line with IETTL's policy and procedures.

In respect of safeguarding individuals from radicalisation IETTL works to the Prevent element of the Government's Counter Terrorism Strategy, and where deemed appropriate seeks external support for learners through referrals to the Channel Programme. This programme aims to work with the individual to address their specific vulnerabilities, prevent them becoming further radicalised and possibly entering the criminal justice system because of their actions. It is recognised that radicalisation can occur to an individual from any section of society and is not particular to any racial, ethnic or social group. It is further recognised that in many instances the process of radicalisation is essentially one of grooming by others.

The Prevent strategy:

- responds to the ideological challenge we face from terrorism and aspects of extremism, and the threat we face from those who promote these views



- provides practical help to prevent people from being drawn into terrorism and ensure they are given appropriate advice and support
- works with a wide range of sectors (including education, criminal justice, faith, charities, online and health) where there are risks of radicalisation that we need to deal with

The strategy covers all forms of terrorism, including far right extremism and some aspects of non-violent extremism.

The Home Office works with local authorities, a wide range of government departments, and community organisations to deliver the Prevent strategy. The police also play a significant role in Prevent, in much the same way as they do when taking a preventative approach to other crimes.

The Home Office uses a range of measures to challenge extremism in the UK, including:

- where necessary, preventing apologists for terrorism and extremism from travelling to this country
- giving guidance to local authorities and institutions to understand the threat from extremism and the statutory powers available to them to challenge extremist speakers
- funding a specialist police unit which works to remove online content that breaches terrorist legislation
- supporting community based campaigns and activity which can effectively rebut terrorist and extremist propaganda and offer alternative views to our most vulnerable target audiences - in this context they work with a range of civil society organisations
- supporting people who are at risk of being drawn into terrorist activity through the Channel process, which involves several agencies working together to give individuals access to services such as health and education, specialist mentoring and diversionary activities.

IETTL is committed to supporting vulnerable students through its safeguarding agenda in order to prevent potential radicalisation



## Appendix 1

### Young People and Vulnerable Adults Safeguarding Incident Reporting Form

All information will be treated in strict confidence

Date:	Time:	Venue:
Your Name:		
Your Position:		
Name of Young Person/ Vulnerable Adult:		
Gender: M / F	Age:	Date of Birth:
Young Person/ Vulnerable Adult religious and ethnic background:		
Any identified disability or special factors:		
Young Person/ Vulnerable Adult's address:		
Other people living at the address (if known):		
Tel No:		
Next of Kin:		
Address (if different from above):		
Tel No (if different from above):		
Are you reporting your own concerns or passing on those of someone else? Please give details:		
Brief description of what has prompted the concerns: include dates, times etc. of any specific incidents:		



Please describe any physical or behavioural indicators, which have been observed	
Have you or anyone else spoken with the parent/family/carer(s)? If so, what was said?	
Have you spoken or anyone else spoken with the person about their concerns and if so what was discussed?	
Has anybody been alleged to be the abuser? If so, give details:	
External agencies contacted (date and time)	
Police  Yes / No	If yes which:  Name and Contact Number:  Details of advice Received:
Social Services  Yes / No	If yes which:  Name and Contact Number:  Details of advice Received:
Other (e.g. NSPCC, Age Concern)  Yes / No	If yes which:  Name and Contact Number:  Details of advice Received:
Signature:	Date:

**Remember; do not discuss this with friends or colleagues. Arrange to see your Safeguarding Officer urgently, they will initiate appropriate action.**



## Appendix 2

### Promoting Good Practice with Young People and Vulnerable Adults

You will be better placed to avoid any misinterpretation of your actions and ensure the welfare of young people and vulnerable adults in your care if you always engage in the following good practice. Failure to adhere to these could be perceived as poor practice and become a disciplinary issue. There seems a lot to remember but do not worry you will probably find that you already do the majority of these things naturally:

- Always put the welfare of young people or vulnerable adults before any other agenda, i.e. winning, finishing a project
- Provide a good role model of behaviour
- Treat all young people or vulnerable adults equally with respect and dignity using positive constructive encouragement
- Stay vigilant for the safety of all young people and vulnerable adults around you, not just the ones immediately in your care
- Always wear appropriate clothing when working with young people and vulnerable adults
- Always have a register of young people or vulnerable adults under your supervision and make sure they are signed in and out
- Ensure a code of behaviour is established at the start of each session so that everyone knows what is expected of them and what is acceptable. If you have to discipline a young person or vulnerable adult then do so in a positive constructive manner making sure that the young person or vulnerable adult knows it is the behaviour and not the person that is unwelcome
- Use appropriate language and explanations (it is not always what is said but how it is said that can be of concern and of great importance)
- Enhanced DBS checks must be undertaken for all employees who will be working with young people or vulnerable adults.

#### Practice that is not acceptable

- Allowing inappropriate language of all parties to go unchallenged
- Being alone with a young person or vulnerable adult, if they are upset or need first aid then take them to one side but do not enclose yourself in a room
- Making sexually suggestive comments to or around a young person or vulnerable adult
- Engaging in rough physical or sexually proactive play with a young person or vulnerable adult
- Allowing or engaging in inappropriate touching
- Inviting or allowing young people or vulnerable adults to stay in your home



- Taking young people or vulnerable adults to your home, for however short a time
- Performing personal care for someone which they can do themselves or that you are not trained to do
- Sharing a room with young people or vulnerable adults on residential based activities
- Forming inappropriate relationships with young people or vulnerable adults in your care, N.B remember this legally means a child up to 18 years of age
- Allowing allegations made by young people or vulnerable adults to go unchallenged, unrecorded or un-acted upon
- Giving home or mobile number to young people or vulnerable adults (unless there is a good reason to do so) or obtaining young people's or vulnerable adults phone numbers

### **First Aid and Treatment of Injuries**

If a young person or vulnerable adult require first aid of any form of medical attention whilst in your care, then the following good practice should be followed:

- Be aware of any pre-existing medical conditions, medicines being taken by participants or existing injuries and treatment required
- Keep a written record of any injury that occurs, along with the details of any treatment given
- Where possible, ensure access to medical advice and/or assistance is available
- Only those with a current, recognised First Aid qualification should respond to any injuries
- Where possible any course of action should be discussed with the young person or vulnerable adult, in language that they understand and their permission sought before any action is taken
- In more serious cases, assistance must be obtained from a medically qualified professional as soon as possible
- The young person or vulnerable adult's parents/guardian/carer must be informed of any injury and any action taken as soon as possible, unless it is in the young persons or vulnerable adults interests and on professional advice not to
- A notification of Accident Form must be completed and signed and passed to the Health and Safety Officer

### **Use of the Internet and Other Technology Including Photography and Mobile Phones**

There is increasing concern, not just nationally but world wide, about the use of the internet to abuse and exploit young people or vulnerable adults. Computer technology, including web cams and mobile phones are being used in the production and widespread distribution of images and pseudo images of the abuse of young people or vulnerable adults.



### **As an Individual wishing to take Photographs (Employee/Member)**

Due to the potential misuse of photographic and video/camera/mobile phone data the following procedures are to be implemented in permitting photography to take place or video/digital etc. cameras to be used in certain situations.

In addition to any Policy operated at the premises or facility there are a number of requirements that are identified through this policy for your own and the safety of the public that as an employee of IETTL you are required to enforce.

Photos taken by IETTL staff will be kept and stored on file for up to 5 years.

#### **Always ensure**

- You obtain permission prior to using any media equipment or other device to take pictures whilst on their premises or facility checking out any in place policy
- Permission must be in written form, given by an authorised and designated person and they are aware of the reasons for the taking of the images and how they are to be used. Take images of crowds that show general images and do not focus in upon any one person or young person or vulnerable adults without permission
- Try to keep faces obscure and away from direct identification where at all possible (even if permission is given by the premises/facility operator that young people or vulnerable adults parent or guardian may not be happy to consent for their child to be photographed)
- Cross-reference the photographs with a code and not names and addresses, and never keep stored images with names and addresses attached or together
- Make it clear to the parent or guardian who you are – show your name badge, explain why you are taking the photos and their use, how they will be stored, and make it clear that the photos will not be used for any other business other than that of the promotion of IETTL.
- Abide by parental wishes. If a parent/ guardian does not wish their young person or vulnerable adult to be photographed, this wish must be undertaken
- Report any unauthorised taking of images to the facility/building operator or your manager immediately.
- Report any suspected misuse of stolen images to a designated protection officer immediately
- Ensure that all web images have the consent of parent and guardians for the reason they are being used
- Images are not passed electronically to a third party who has not been identified to the parent/guardian as a third party involved in the original usage of the material
- Images are not passed to any other family member or friend of the young person or vulnerable adults.



- Only use images of young people or vulnerable adults in suitable dress to reduce the risk of inappropriate use.
- If unsure ask for guidance from a Safeguarding Officer.

**You never, under any circumstances take along photographs or images of a young person or vulnerable adult anywhere without written consent.**

**As an operator of a facility/building or an event co-ordinator:-**

**You must always ensure that:-**

A policy is in place that covers and identifies the facility or building that replicated the requirements within this policy.

That signage is displayed in a clear and accessible place as to the requirement of visitors and users. Clearly state how some one needs to get permission to take images.

That you provide a sign for stating that under the facilities Young People and Vulnerable Adults Safe Guarding Policy and for the protection of data, all users must ask permission to take images on the premises.

The sign should clearly state what will happen if any unauthorised images are taken via media equipment (including mobile phones) e.g. a request will be made for all unauthorised images to be removed immediately. If this request is refused then the facility Manager will be notified, who reserves the right to call the Police to attend to either remove any materials or confiscate the equipment according to their assessment.

In such cases the Safeguarding Officer should be notified as soon as is practicable of the incident and the outcome.

Ensure that all staff adheres with the policy requirements and are briefed on hoe to approach and enforce the policy for victors and users.

Ensure staff understand the authorisation procedures, which should be in writing and who can give authorisation to a person to take any images in site.

Ensure there is a visible list of areas where photographic and recording equipment including mobile phones is forbidden under all circumstances

### **Commissioning Photography**

If you are commissioning professional photographers or inviting the press to an activity or event it is important to ensure they are clear about your expectations of them in relation to the safeguarding of young people and vulnerable adults.





- Provide a clear brief about what is considered appropriate in terms of content and behaviour
- Issue the photographer with identification which must be worn at all times
- Inform users, participants, parents/guardians that a photographer will be in attendance at an event and ensure they consent to both the taking and publication of films or photographs
- Do not allow unsupervised access to young people and vulnerable adults or one to one photo sessions ay event
- Do not approve/allow photo sessions outside the events or at the home of the young people or vulnerable adults.