



## Safeguarding & Prevent Policy and Procedures

Name of organisation: I Can Do That! CIC

Dated : 06.02.2025

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Section heading	Section content
<b>1. Introduction</b>	<p>I Can Do That! CIC makes a positive contribution to a strong and safe community and recognises the right of every individual to stay safe.</p> <p>I Can Do That! CIC comes into contact with children and / or vulnerable adults through the following activities: Training, Advice and Guidance through delivery of funded contracts and projects to help individuals improve their lives and move towards employment/training/self employment.</p> <p>The types of contact with children and / or vulnerable adults will be regulated and controlled. Regulated activity will consist of 1:1 mentor meetings at least once per week and training delivered in small groups or 1:1 depending upon need. Controlled activity will include contact with administrators, who will have access to data on vulnerable people. Both types of contact may include volunteers workers who have undergone all necessary checks.</p> <p>This policy seeks to ensure that I Can Do That! undertakes its responsibilities with regard to protection of children and / or vulnerable adults and will respond to concerns appropriately. The policy establishes a framework to support paid and unpaid staff in their practices and clarifies the organisation's expectations.</p>
<b>2. Confirmation of reading</b>	<p>I confirm that I have been made fully aware of, and understand the contents of, the Safeguarding Policy and Procedures for I Can Do That!.</p> <p>Please complete the details below and return this completed form to Amanda Moss.</p> <p>Employee Name :</p> <p>Employee Signature:</p> <p>Date:</p>
<b>3. Legislation</b>	<p>The principal pieces of legislation governing this policy are:</p> <ul style="list-style-type: none"><li>○ Working together to safeguard Children 2023</li><li>○ The Children Act 1989 and 2004</li><li>○ The Adoption and Children Act 2002:</li><li>○ Safeguarding Vulnerable Groups Act 2006</li><li>○ Care Standards Act 2000</li></ul>

	<ul style="list-style-type: none"><li>○ Public Interest Disclosure Act 1998</li><li>○ The Police Act –1997</li><li>○ Mental Health Act 1983 (2007)</li><li>○ NHS and Community Care Act</li><li>○ Rehabilitation of Offenders Act 1974</li><li>○ Section 26 of the Counter-Terrorism and Security Act 2015</li></ul>
<b>4. Definitions</b>	<p>Safeguarding is about embedding practices throughout the organisation to ensure the protection of children and / or vulnerable adults wherever possible. In contrast, child and adult protection is about responding to circumstances that arise.</p> <p>Abuse/radicalisation is a selfish act of oppression and injustice, exploitation and manipulation of power by those in a position of authority. This can be caused by those inflicting harm or those who fail to act to prevent harm. Abuse/radicalisation is not restricted to any socio-economic group, gender or culture.</p> <p>It can take a number of forms, including the following:</p> <ul style="list-style-type: none"><li>● Physical abuse</li><li>● Sexual abuse</li><li>● Emotional abuse</li><li>● Bullying</li><li>● Neglect</li><li>● Financial (or material) abuse</li><li>● Extremism/radicalisation</li></ul> <p><b>Definition of a child</b> A child is under the age of 18 (as defined in the United Nations convention on the Rights of a Child).</p> <p><b>Definition of Vulnerable Adults</b> A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves or protect themselves from harm or from being exploited.</p> <p>This <b>may</b> include a person who:</p> <ul style="list-style-type: none"><li>● Is elderly and frail</li><li>● Has a mental illness including dementia</li><li>● Has a physical or sensory disability</li><li>● Has a learning disability</li><li>● Has a severe physical illness</li><li>● Is a substance misuser</li><li>● Is homeless</li></ul>
<b>5. Responsibilities</b>	<b>All staff</b> (paid or unpaid) have responsibility to follow the guidance laid out in this policy and related policies, and to pass on any welfare concerns using the required procedures.

	<p>We expect all staff (paid or unpaid) to promote good practice by being an excellent role model, contribute to discussions about safeguarding and to positively involve people in developing safe practices.</p> <p><b>Additional specific responsibilities</b></p> <p>The Senior Management Team have responsibility to ensure:</p> <ul style="list-style-type: none"><li>• There is a Safeguarding Policy in place and that it is appropriate</li><li>• The policy is accessible to all staff (paid/unpaid) and customers</li><li>• The policy is implemented</li><li>• The policy is monitored and reviewed on an annual basis or at times of significant change</li><li>• The Board of Directors liaises with and monitors the Designated Officers work</li><li>• Sufficient resources (time and money) are allocated to ensure that the policy can be effectively implemented</li><li>• The welfare of children and vulnerable adults is promoted to all staff on a day to day basis and highlighted at team meetings</li><li>• Staff (paid/unpaid) have access to appropriate training/information to allow them to understand their responsibilities regarding safeguarding</li><li>• Staff can raise any concerns about safeguarding and respond to all seriously, swiftly and appropriately (usually dealt with by the Designated Officer or a Co-Director in their absence)</li><li>• Keep up to date with local arrangements for safeguarding and DBS</li><li>• Develop and maintain effective links with relevant agencies such as the Torbay Safeguarding Children Board and the Torbay Health &amp; Wellbeing Board</li><li>• Take forward concerns about responses (Designated Officer)</li></ul> <p>The Designated Senior Manager /lead officer is Amanda Moss. This person's responsibilities are:</p> <ul style="list-style-type: none"><li>• To be a main point of contact for all staff concerns regarding safeguarding issues</li><li>• To ensure all concerns are dealt with in line with procedures set out in this policy</li><li>• To review new working practices and/or procedures in line with safeguarding policy</li></ul>
<b>6. Implementation Stages</b>	<p>The scope of this Safeguarding Policy is broad ranging and in practice, it will be implemented via a range of policies and procedures within the organisation. These include:</p> <ul style="list-style-type: none"><li>• Whistleblowing (ability to inform on other staff/practices within the organisation)</li><li>• Grievance and disciplinary procedures (to address breaches of policies and procedures)</li><li>• Health &amp; Safety Policy, including lone working procedures (mitigating risk to staff and clients)</li><li>• Equal Opportunities Policy (ensuring safeguarding procedures are in line with this policy, in particular around discriminatory abuse and ensuring that the safeguarding policy/procedures are not discriminatory)</li><li>• Data Protection (how records are stored and access to those records)</li><li>• Confidentiality Policy (ensuring that the service users are aware of our duty to disclose)</li><li>• Staff Induction</li></ul>

	<ul style="list-style-type: none"><li>• Staff Training</li></ul> <p><b>Safe recruitment</b></p> <p>I Can Do That! ensures safe recruitment through the following processes:</p> <ul style="list-style-type: none"><li>• Providing the following statement in recruitment adverts or application details – “recruitment is done in line with safe recruitment practices”</li><li>• Job roles/descriptions for all roles involving contact with children and/or vulnerable adults will contain reference to safeguarding responsibilities.</li><li>• There are person specifications which contain a statement on core competency with regards to child/vulnerable adult protection/safeguarding.</li><li>• Interviews are conducted according to equal opportunity principles and interview questions are based on the relevant job description and person specification.</li><li>• DBS checks will be conducted for specific roles for all staff (paid or unpaid) working with children and vulnerable adults. It is a criminal offence for individuals barred by the ISA to work or apply to work with children or vulnerable adults in a wide range of posts.</li><li>• No formal job offers are made until after checks for suitability are completed (including DBS and 2 references) The DBS and reference checks can be conducted after appointment in the cases of staff who are already working with children and have undergone these checks for their current role. This can only be used in exceptional circumstances and checks must be carried out as soon as possible following appointment.</li></ul> <p><b>Disclosure and Barring Service Gap Management</b></p> <p>The organisation commits resources to providing DBS checks on staff (paid or unpaid) whose roles involve contact with children and /or vulnerable adults.</p> <p>In order to avoid DBS gaps, the organisation will insert expiry dates into appraisal documents to ensure repeat DBS checks are done on time. All staff, regardless of level of contact/paid/unpaid, have DBS checks conducted.</p> <p><b>Service delivery contracting and sub contracting</b></p> <ul style="list-style-type: none"><li>• ‘There will be systematic checking of safeguarding arrangements of partner organisations</li><li>• Safeguarding will be a fixed agenda item on any partnership reporting meetings.</li><li>• Contracts and memorandums of agreement for partnership delivery work will include clear minimum requirements, arrangements for safeguarding and non compliance procedures’.</li></ul>
<b>7. Communications training and support for staff</b>	<p>I Can Do That! commits resources for induction, training of staff (paid and unpaid), effective communications and support mechanisms in relation to Safeguarding</p> <p><b>Induction</b> will include -</p> <ul style="list-style-type: none"><li>• Discussion of the Safeguarding Policy (and confirmation of understanding/signature)</li></ul>

	<ul style="list-style-type: none"><li>• Discussion of other relevant policies</li><li>• Ensure familiarity with reporting processes, the roles of line manager and Designated Officer (and who acts in their absence)</li><li>• Initial training on safeguarding/radicalisation - Introduction to Safeguarding Children, Safeguarding Vulnerable Adults, Prevent, Equality &amp; Diversity, Data Protection and Conflict Management</li><li>• Planning of observations and work shadowing to ensure safe working practices are shared and developed in new staff members</li></ul> <p><b>Training</b></p> <p>All staff who, through their role, are in contact with children and /or vulnerable adults will have access to safeguarding &amp; Prevent training at an appropriate level. Sources and types of training will include: Introduction to Safeguarding Children, Safeguarding Vulnerable Adults, Prevent, Equality &amp; Diversity, Data Protection and Conflict Management. The Designated Officer will also receive training in the duties of Designated Safeguarding Officer.</p> <p><b>Communications and discussion of safeguarding/Prevent issues</b></p> <p>Commitment to the following communication methods will ensure effective communication of safeguarding issues and practice:</p> <ul style="list-style-type: none"><li>• Staff 1:1's</li><li>• Appraisals</li><li>• Observation feedback</li><li>• Team meetings</li><li>• Personal Development Plan meetings</li><li>• Inductions</li></ul> <p>Other aspects of communication –</p> <ul style="list-style-type: none"><li>• Provision of a clear and effective reporting procedure which encourages reporting of concerns.</li><li>• Encouraging open discussion (e.g. during supervision and team meetings) to identify and barriers to reporting so that they can be addressed.</li><li>• Inclusion of safeguarding/prevent as a discussion prompt during supervision meetings/ appraisals to encourage reflection</li></ul> <p><b>Support</b></p> <p>We recognise that involvement in situations where there is risk or actual harm can be stressful for staff concerned. The mechanisms in place to support staff include:</p> <ul style="list-style-type: none"><li>• Debriefing support for paid and unpaid staff so that they can reflect on the issues they have dealt with.</li><li>• Seeking further support as appropriate e.g. access to counselling.</li><li>• Staff who have initiated protection concerns will have time allocated to talk to Line Manager/DSO within 24 hours.</li></ul>
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8. Professional boundaries	<p>Professional boundaries are what define the limits of a relationship between a support worker and a client. They are a set of standards we agree to uphold that allows this necessary and often close relationship to exist while ensuring the correct detachment is kept in place.</p> <p>I Can Do That! expects staff to protect the professional integrity of themselves and the organisation. The following professional boundaries must be adhered to:</p> <ul style="list-style-type: none"><li>• <b>Giving and receiving gifts from clients:</b> I Can Do That! does not allow paid or unpaid staff to give gifts to or receive gifts from clients. However, gifts may be provided by the organisation as part of a planned activity'. Should a staff member be given a gift, it must be reported to their line manager immediately.</li><li>• <b>Staff contact with user groups.</b> Personal relationships between a member of staff (paid or unpaid) and a client who is a current service user is prohibited. This includes relationships through social networking sites such as Facebook and Instagram. Social media is an important part of communicating with our customer base but should be done using I Can Do That's social media accounts which are strictly monitored.</li></ul> <p>It is also prohibited to enter into a personal relationship with a person who has been a service user over the past 12 months.</p> <p>Staff must also refrain from selling items to a service user or buying items from them.</p> <p>In instances where conflict or confrontation occurs, staff should maintain professionalism at all times and follow conflict management training guidance. These instances must be reported to line managers and recorded in an impartial manner.</p> <p>Under no circumstances are staff allowed to lend/borrow money or items to clients.</p> <ul style="list-style-type: none"><li>• <b>Personal Contact</b> – Staff should be aware and minimize any personal contact with clients during the course of their work. Hand shakes when offered are acceptable but all other forms of personal contact must be avoided unless it is required to prevent an accident. Staff should remain aware that personal contact can be misunderstood by the other person in a variety of ways and some may find it offensive or intimidating.</li><li>• <b>Sharing of client data</b> – Staff should never share clients personal data without prior authorization and the reasoning to do so must fall within the parameters of the contract delivery/to assist the customer journey. This applies even in instances where a data sharing form has been signed, as the form will state that each instance of data sharing will be confirmed with the client first.</li><li>• <b>Conflict of Interest</b> – in cases where the staff member knows the client or close relations, a conflict of interest must be declared and line management will decide on how to proceed, taking into account the client's opinion on the conflict of interest.</li></ul> <p>The following policies also contain guidance on staff (paid or unpaid) conduct:</p>
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	<ul style="list-style-type: none"> <li>• IT Usage Policy</li> <li>• Lone Working Policy</li> <li>• Staff Conduct Policy</li> <li>• Equality &amp; Diversity Policy</li> </ul> <p>If the professional boundaries and/or policies are breached this could result in disciplinary procedures or enactment of the allegation management procedures</p>
<b>9. Reporting</b>	<p>The process outlined below details the stages involved in raising and reporting safeguarding concerns at I Can Do That.</p> <p><b>DEALING WITH DISCLOSURE OF ABUSE/RADICALISATION AND PROCEDURE FOR REPORTING CONCERNS</b></p> <p>If a child, young person (YP) or adult tells a member of staff about possible abuse/radicalisation, that member of staff must:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> listen carefully and stay calm;</li> <li><input type="checkbox"/> not interview the child/YP/adult, but allow her/him to convey all the information (s)he wants. (Inappropriate questioning can prevent the presentation of evidence upon which decisions are made about the care of children or the prosecution of offenders.);</li> <li><input type="checkbox"/> ensure that (s)he understands what the child/YP/adult is telling her/him;</li> <li><input type="checkbox"/> not put words into the child's/YP's/adult's mouth;</li> <li><input type="checkbox"/> reassure the child/YP/adult that by telling the member of staff, (s)he has done the right thing;</li> <li><input type="checkbox"/> inform the child/YP/adult that (s)he (the member of staff) must pass the information on, but that only those who need to know about it will be told.</li> <li><input type="checkbox"/> Inform the child/YP/adult of to whom the member of staff will report the matter;</li> <li><input type="checkbox"/> as soon as possible, make a detailed note of the disclosure (i.e. date, time, place, what the child said, etc.).</li> </ul> <p>Staff should not investigate concerns or allegations themselves, but should report them immediately to the designated staff member or, in her absence, to the senior staff member with lead responsibility. Failure to report such an allegation or concern will lead to action being taken against the member of staff under the company's staff disciplinary procedures.</p> <p>The DSO will contact the Torbay Council Children's Services/Torbay Adult Social Care team who will assess the immediate risk. A SHEF form will be filled out and returned to the Safeguarding Team who will then take any action required. If it is deemed that there is an immediate risk of danger then the call will be transferred to Torbay Safeguarding Hub who will advise on action to be taken.</p> <p>In the instance of radicalisation/extremism the DSO will follow the safeguarding procedures and the Safeguarding Hub will decide if a referral to Channel is needed.</p>



	<p>If the DSO is implicated, go to their line manager or peer. If you feel the issue is company wide and/or not being dealt with in the correct manner, you must contact the Torbay Safeguarding Children Board Tel: <b>01803 207176</b>   Email: <a href="mailto:tscb@torbay.gov.uk">tscb@torbay.gov.uk</a> or the Safeguarding Adults Board 01803 219700 or they have a contact form on their website.</p>
<b>10. Allegations Management</b>	<p>I Can Do That! recognises its duty to report concerns or allegations against its staff (paid or unpaid) within the organisation or by a professional from another organisation.</p> <p>The process for raising and dealing with allegations is as follows:</p> <p>First step: Any member of staff (paid or unpaid) from I Can Do That! is required to report any concerns in the first instance to their DSO. A written record of the concern will be completed by DSO.</p> <p>Second step- contact local authority for advice. In Torbay....If you are worried about a child please call the Torbay Multi-Agency Safeguarding Hub on 01803 208100 or email <a href="mailto:torbay.safeguardinghub@torbay.gcsx.gov.uk">torbay.safeguardinghub@torbay.gcsx.gov.uk</a> Out of office hours please call 01803 524591.</p> <p>Third step – follow the advice provided</p> <p>I Can Do That! recognises its legal duty to report any concerns about unsafe practice by any of its paid or unpaid staff to the Independent Safeguarding Authority (ISA), according to the ISA referral guidance document <a href="http://www.isa-gov.org.uk/PDF/ISA%20Referral%20Guidance%20%20V2009-02.pdf">http://www.isa-gov.org.uk/PDF/ISA%20Referral%20Guidance%20%20V2009-02.pdf</a></p>
<b>11. Monitoring</b>	<p>The organisation will monitor the following Safeguarding aspects:</p> <ul style="list-style-type: none"><li>• Safe recruitment practices</li><li>• DBS checks undertaken</li><li>• References applied for new staff</li><li>• Records made and kept of supervision sessions</li><li>• Training – register/ record of staff training on child/ vulnerable adult protection</li><li>• Monitoring whether concerns are being reported and actioned</li><li>• Checking that policies are up to date and relevant</li><li>• Reviewing the current reporting procedure in place</li><li>• Presence and action of Designated senior manager responsible for Safeguarding is in post</li></ul>
<b>12. Managing information</b>	Information will be gathered, recorded and stored in accordance with the following policies - Data protection



	<p>Confidentiality</p> <p>All staff must be aware that they have a professional duty to share information with other agencies in order to safeguard children and vulnerable adults. The public interest in safeguarding children and vulnerable adults may override confidentiality interests. However, information will be shared on a need to know basis only, as judged by the Designated Safeguarding Officer.</p> <p>All staff must be aware that they cannot promise service users or their families/ carers that they will keep secrets.</p>
<b>13. Conflict resolution and complaints</b>	<p>I Can Do That! is aware of the Torbay Safeguarding Policy on resolution of professional disagreements in work relating to the safety of children / Escalation Policy (at <a href="http://www.torbaysafeguarding.org.uk">www.torbaysafeguarding.org.uk</a> ) and if necessary this will be taken forward by Amanda Moss (DSO)</p> <p>Conflicts in respect of safety of vulnerable adults will be taken forward by Amanda Moss (DSO) via the Torbay Safeguarding Adults Board.</p>
<b>14. Communicating and reviewing the policy</b>	<p>I Can Do That! will make clients aware of the Safeguarding Policy through the following means -</p> <p>Welcome Day Induction</p> <p>This will include the complaints procedures for the company.</p> <p>This policy will be reviewed by the board of directors and key staff every 3 years and when there are changes in legislation.</p>