



**PORTOBELLO**  
**BUSINESS**  
**CENTRE**

**Safeguarding Policy and Procedures**

DESCRIPTION	DETAILS/REQUIREMENTS
<p><b>1. Introduction</b></p>	<p>Portobello Business Centre (PBC) makes a positive contribution to a strong and safe community and recognises the right of every individual to stay safe.</p> <p>Portobello Business Centre may come into contact from time to time with vulnerable adults through the following activities:</p> <ul style="list-style-type: none"> <li>Training Courses</li> <li>Business Advice Sessions</li> <li>Business Networking Events</li> </ul> <p>This policy seeks to ensure that Portobello Business Centre undertakes its responsibilities with regard to protection of 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>
<p><b>2. Confirmation of reading</b></p>	<p>I confirm that I have been made fully aware of, and understand the contents of, the Safeguarding Policy and Procedures for Portobello Business Centre.</p> <p>Please complete the details below and return this completed form to Jenni Henry-Mullings, HR/Office Manager).</p> <p>Employee Name:</p> <p>Employee Signature:</p> <p>Date:</p>

<p><b>3. Legislation</b></p>	<p>The principal pieces of legislation governing this policy are:</p> <ul style="list-style-type: none"> <li>○ Safeguarding Vulnerable Groups Act 2006</li> <li>○ Care Standards Act 2000</li> <li>○ Public Interest Disclosure Act 1998</li> <li>○ The Police Act 1997</li> <li>○ Mental Health Act 1983</li> <li>○ NHS and Community Care Act 1990</li> <li>○ Rehabilitation of Offenders Act 1974</li> </ul>
<p><b>4. Definitions</b></p>	<p>Safeguarding is about embedding practices throughout the organisation to ensure the protection of vulnerable adults wherever possible. In contrast, adult protection is about responding to circumstances that arise.</p> <p>Abuse 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 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> </ul> <p>Definition of Vulnerable Adults A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves or protect</p>

	<p>themselves from harm or from being exploited.  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>
<p><b>5. Responsibilities</b></p>	<p><b>All staff</b> (paid or unpaid) have a responsibility to follow the guidance provided in this policy and related policies, and to pass on any welfare concerns using the required procedures.  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><b>Board Members</b> have a responsibility to ensure: the policy is in place and appropriate, with sufficient resources (time &amp; money) allocated to ensure that the policy can be effectively implemented through overall budget process and on fair allocation of those resources.</p> <p><b>CEO</b> has a responsibility to ensure: the policy is accessible, implemented, monitored and reviewed. Receive staff concerns about safeguarding and respond to all seriously, swiftly and appropriately. Liaison with and monitoring the Designated Senior Manager’s work</p> <p><b>The Designated Senior Manager /lead officer</b> is Jenni Henry-Mullings. This person’s responsibilities are: Promoting the welfare of vulnerable adults  Ensure staff (paid and unpaid) have access to appropriate training/information  Keep up to date with local arrangements for safeguarding and DBS</p>

<p><b>6. Implementation Stages</b></p>	<p>There are other policies which link in with the Safeguarding Policy. This demonstrates how safeguarding is embedded within Portobello Business Centre. These policies which are:</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 procedures/ policies</li> <li>• Health and 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 and procedures are not discriminatory</li> <li>• Data protection (how records are stored, processed and access to those records)</li> <li>• Confidentiality (or limited confidentiality policy) ensuring that clients are aware of your duty to disclose</li> <li>• Staff induction</li> <li>• Staff training</li> </ul>
<p><b>7. Communication training and support for staff</b></p>	<p>Portobello Business Centre 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)</li> <li>• Discussion of other relevant policies</li> <li>• Ensure familiarity with reporting processes, the roles of line manager and Designated Senior Manager (and who acts in their absence)</li> <li>• Training on safeguarding including: safe working practices and understanding the guide for adult safeguarding</li> </ul> <p><b>Training</b></p> <p>All staff who, through their role, are in contact with vulnerable adults will have access to safeguarding training at an appropriate level. Sources and types of training will include:</p> <ul style="list-style-type: none"> <li>• Safeguarding Adults Training Course</li> <li>• Safeguarding Adults Refresher Training Course</li> </ul>

	<p><b>Communications and discussion of safeguarding issues</b></p> <p>The following communication methods remain open opportunities to discuss any safeguarding issues and practice:</p> <ul style="list-style-type: none"> <li>• Team/staff meetings</li> <li>• Board meetings</li> <li>• One to one meetings (formal or informal)</li> <li>• A clear and effective procedure which encourages the reporting of concerns.</li> <li>• Encouraging open discussion at Team &amp; Board meetings to identify any barriers to reporting so that they can be addressed.</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 has initiated protection concerns will be contacted by line manager/DSM within an agreed timescale (e.g. 1 week).</li> </ul>
<p><b>8. Professional boundaries</b></p>	<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>Portobello Business Centre expects staff to protect the professional integrity of themselves and the organisation. Staff therefore should not:</p> <ul style="list-style-type: none"> <li>• Use abusive language</li> <li>• Respond to inappropriate behaviour / language</li> <li>• Use punishment or chastisement</li> <li>• Pass on clients' personal contact details without the client's prior written permission</li> </ul>

	<ul style="list-style-type: none"> <li>• Sell to or buy items from a client</li> <li>• Accept money as a gift/borrow money from or lending money to clients</li> <li>• Accept gifts/rewards or hospitality from an organisation as an inducement for either doing/not doing something in their official capacity</li> </ul> <p>If the professional boundaries (listed above) are breached this could result in the commencement of disciplinary procedures against you.</p> <p>Conflicts of Interests should be discussed with your line manager or the Designated Senior Manager in accordance with the Conflict of Interest Policy.</p>
<p><b>9. Reporting</b></p>	<p>The process of communicating concerns or breaches are as follows: -</p> <div style="text-align: center;"> <p>Communicate your concerns with your immediate manager</p> <p>↓</p> <p>Discuss with vulnerable person (or their carer)</p> <p>↓</p> <p>Obtain permission to make referral if safe and appropriate</p> <p>↓</p> </div> <p>If the immediate manager is implicated, then refer to their line manager, DSM, CEO or Board Member.</p>
<p><b>10. Allegations Management</b></p>	<p>Portobello Business Centre 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><b>First step:</b> Any member of staff (paid or unpaid) from Portobello Business Centre is required to report any concerns in the first instance to their line manager/ safeguarding manager/ peer.</p> <p>*A written record of the concern will be completed by the line manager, DSM, CEO or Board Member. NOTE – This written record will also be logged under the PBC’s ISO 9001:2015 Standard.</p> <p><b>Second step-</b> contact local authority for advice.</p> <p><b>Third step</b> – follow the advice provided</p>
<p><b>11. Monitoring</b></p>	<p>The organisation will monitor the following Safeguarding aspects:</p> <ul style="list-style-type: none"> <li>• References required for new staff</li> <li>• Records made and kept of Staff &amp; Board Meetings</li> <li>• Training – register/ record of staff training on 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> </ul>
<p><b>12. Managing information</b></p>	<p>Information will be gathered, recorded and stored in accordance with the following policies: -</p> <ul style="list-style-type: none"> <li>• Data Protection Policy</li> <li>• Confidentiality Policy</li> </ul> <p>All staff must be aware that they have a professional duty to share information with other agencies in order to safeguard vulnerable adults. The public interest in safeguarding vulnerable adults may override confidentiality interests. However, information will be shared on a need to know basis only, as judged by the Designated Senior</p>



	<p>Manager.</p> <p>All staff must be aware that they <i>cannot</i> promise clients or their families/carers that they will keep secrets in these circumstances.</p>
<p><b>13. Conflict resolution and complaints</b></p>	<p>Portobello Business Centre have the following policies: -</p> <ul style="list-style-type: none"> <li>• Client Charter</li> <li>• Customer complaints &amp; non-conformances</li> </ul> <p>All complaints will be taken forward by the Designated Senior Manager or CEO</p>
<p><b>14. Communicating and reviewing the policy</b></p>	<p>Portobello Business Centre will make clients aware of the Safeguarding Policy through the following means: -</p> <ul style="list-style-type: none"> <li>• a statement about the Safeguarding Policy will be available on our website.</li> <li>• a hard copy of the policy will be displayed in a prominent position at PBC's office or emailed to a client upon request.</li> <li>• the Complaints Policy/Procedure will be available on our website.</li> <li>• a hard copy of the policy will be displayed in a prominent position at PBC's office or emailed to a client upon request.</li> </ul> <p>This policy will be reviewed by the DSM every 2 years and when there are changes in legislation.</p>