

Policy and Guidance –
Safeguarding Adults and Children

1 Introduction to Safeguarding Policy and Guidance by the Chief Executive of Hesley Group.

Hesley Group offers a person centred culture which aims to develop independence and create a safe environment to maximise potential. The philosophy includes warmth, security, consistency, understanding and trust. This is the purpose for the service and safeguarding arrangements sit in this context. Hesley Group values are “person centred, outcome focused and quality driven”. We treat every person using our services as an individual, and we work hard to ensure each person receives care that is safe, effective, caring, responsive and well led.

As a provider of care and education to children and adults with learning disabilities, Hesley Group has a key role in preventing abuse and ensuring early intervention. Sound safeguarding arrangements balanced with promoting independence, and good person centred care and health planning will actively ensure the support needed to keep people safe is covered.

Robust and comprehensive safeguarding processes, which include listening to people who use Hesley Group services (i.e. children and adults) and ensuring staff and others are able to speak up, and their concerns are acted upon, will demonstrate standards that are supported by law and national guidance.

‘Abuse is a violation of an individual’s human and civil rights by any other person or persons’, *No Secrets DH 2000*. ‘Misuse of power has a large impact on a person’s independence. Neglect can prevent a person who is dependent on others for basic needs exercising choice and control over the fundamental aspects of their life and can cause humiliation and loss of dignity’, *ADSS Association of Directors of Social Services 2005*.

This is why Hesley Group makes safeguarding a priority and will learn from concerns and incidents in order to increase quality of practice, taking account of feedback from people who use our services on feeling safe. These procedures fit with those of the Local Safeguarding Adults and Children’s Partnerships. They exist to show staff the right pathway in following up on safeguarding concerns and the recording demonstrates that this is taken seriously.

Chris McSharry
Chief Executive Officer

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1.1 Scope of Policy

Please note that for the purposes of this policy the reference to “people” who use our services includes children and adults.

This policy refers to all staff, people using the services, visitors, volunteers and contractors, without exception.

The Hesley Group undertakes to ensure this policy and guidance is provided to staff on commencement and training given and refreshed regularly.

All staff, therefore, have responsibility for ensuring they work within the remit of this policy and in the manner in which they have been trained.

Hesley Group staff have a duty to provide people using the service with the best possible care at all times, never to engage in any action or activity that could be construed as abusive and to report any suspicions they have that abuse is occurring.

All actions taken to support people must demonstrably be taken in their best interests and in line with all relevant aspects of the Mental Capacity Act 2005.

Failure by Hesley Group employees to fulfil these responsibilities and undertake any of these duties could result in disciplinary proceedings and possible dismissal.

This policy links to a number of other Hesley Group policies and the Hesley Group Staff Code of Conduct. Please see Paragraph 1.4 and section 4.

1.2 Outcome

People will receive services that are safe, effective, caring, responsive and well led. This includes protecting everyone using our services, i.e. Children and Adults, from abuse and harm, or the risk of abuse and harm.

1.3 Why we Need a Policy

Social care services and schools providers play an important role in the protection of people from harm and are responsible for ensuring that services and support are delivered in ways that are high quality and safe

At Hesley Group we support people who may be at a higher risk than most in society. Many individuals have difficulty or are unable to express their concerns and fears verbally, or report things that have had a negative impact on their lives.

This could include episodes of physical abuse (including inappropriate use of restraint, medication or restriction/deprivation of liberty), sexual or emotional abuse (including discriminatory, psychological abuse) by individuals. But it could also include neglecting to support someone in the way they should be supported, for example giving people the right support and care with their

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health or personal care needs, failing to give people their medication, etc., or financial and material abuse.

If the Hesley Group did not have proper procedures in place to check out new staff or have proper policies in place or did not manage the service properly and this resulted in people coming to harm, this could be deemed institutional abuse.

In addition to the moral responsibility for protecting people, we are also required by law to do our utmost to protect people from harm and abuse. This includes having a working policy and guidance for staff in relation to Safeguarding Adults and Children.

1.4 Protection, Prevention and Empowerment:

In order to protect people, prevent abuse and harm and empower the people using our services we must provide safe and effective services that meet a whole range of needs for individuals. People need to be supported appropriately to take positive risks. We also must make sure our staff are safely recruited and properly trained, supervised and managed.

The voice of the person must guide our actions and the person's wishes and feelings remain at the centre of what we do. Please see our policy and guidance on Communication, [ReS 5.5](#), Capacity and Consent, [ReS 6.4A](#) and People's Rights and Having a Say, [ReS 5.8](#).

People's Support Plans must be followed and regularly reviewed.

People must live in an environment that is safe and meets their needs.

Our policies are there to help. All managers and their staff must follow Hesley Group policies, procedures and guidance that enable them to give safe and appropriate support.

Key policies and guidance in addition to this one are as follows:

Hesley Group Staff Code of Conduct, [Per 4.9](#)

Capacity and Consent – Mental Capacity Act 2005, [ReS 6.4A](#) and

People's Rights and Having a Say – [ReS 5.8](#)

Deprivation of Liberty Safeguards 2007, [ReS 6.4B](#)

Planning and Delivery of Health and Care Support, [ReS 5.3](#)

Effective Behaviour Support – Adult Services, [ReS 5.1A](#)

Effective Behaviour Support – Children's Services, [ReS 5.1B](#)

Communication, [ReS 5.5](#)

Lifestyle Planning and Activities, [ReS 4.1A](#)

Individual Risk Assessment and Management, [ReS 6.11](#)

Use of Medications, [ReS 5.6](#)

The Use of Physical Interventions – Adult Services, [ReS 5.2A](#)

The Use of Physical Interventions – Children's Services, [ReS 5.2B](#)

Compliments and Complaints, [Sysm 3.2](#)

Single Equality Scheme, [Corp 9.1](#)

Recruitment, Selection and Appointment of Employees, [Per 2.1](#)

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Disclosure and Barring Service (DBS) Checks, [Per 2.5](#) and References, [Per 2.3](#)

Quality Governance Policy, [Corp 1.1](#)

Learning and Development, [Per 3.1](#),

Supervision and Appraisal, [Per 4.6](#)

Speaking Up, [Corp 5.1](#)

Being Open – Hesley Group Duty of Candour Policy, [Corp 8.1](#)

Also, ALL Health and Safety Policies procedures and guidance, including Food Safety, [H&S 1.36](#), Fire Safety, [H&S 1.14](#), COSHH, [H&S 1.6](#), Safe Working Practices, etc. This list is not exhaustive but it gives a good idea as to how much of our work is aimed at keeping people safe and well.

1.5 Responsibilities for all staff

Everyone working for Hesley Group has a responsibility to safeguard people who use our services. Hesley Group will be fully compliant with the law and guidance in relation to safeguarding people using our services. This includes the Children's Homes Regulations and Quality Standards 2015, also the Education (Independent Schools) (England) Regulations 2010 in children's services and Department for Education statutory guidance as outlined in Part 1 of 'Keeping Children Safe in Education 2015'. In adult services the Fundamental Standards and the Health and Social Care (Regulated Activities) Regulations 2015.

Hesley Group will operate sound recruitment procedures that are designed to exclude people who are not fit to be placed in a position of trust and responsibility in relation to people who use our services.

A climate of openness, honesty and awareness among staff, people who use the service and their relatives and other stakeholders will be encouraged by the Hesley Group. This should enable our staff or people using the service and others to raise concerns about behaviour that they suspect is abusive. People raising concerns will be reassured they will not be victimised for speaking out.

Hesley Group will work to ensure everyone using our services will be supported to express concerns and will have access to an advocate or other skilled professional, appropriate communication tools and support with these, in order to assist them in alerting people to distress, or describing what happened in a safe and supportive environment.

All Hesley Group staff and managers follow the local Safeguarding Adults or Children's procedures. All staff will be made aware that the Guidance in 'Safeguarding Adults – South Yorkshire Adult Protection Procedures' and 'Safeguarding Children – South Yorkshire Child Protection Procedures' are regarded as integral parts of this policy. Please see Flowchart, [ReS 2.1.2](#) for incidents that occur in care services.

All employees will have a personal copy of Hesley Group Safeguarding Children and Adults – Guidance and Instructions for Staff, [ReS 2.1.1](#), and should understand that failure to follow the correct procedures on protection, prevention and safeguarding matters may lead to disciplinary action and possible summary dismissal.

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All employees will receive training, instructions and guidance in this Safeguarding policy, procedures and guidance. They will understand the procedures for reporting suspicions or allegations to management and if necessary to external bodies.

Hesley Group expects our staff and managers will work closely with other agencies as required.

1.6 Mental Capacity Act 2005 and Deprivation of Liberty

Hesley Group expects all staff and managers involved with providing care and support to ensure, where people lack capacity, that any decisions made will be demonstrably in the persons best interests and in the case of persons aged 16 and over, in line with the Mental Capacity Act Code of Practice (See Hesley Group policy on Capacity and Consent – MCA 2005, [ReS 6.4A](#)).

Where a person's care arrangements present a restriction of a person's liberty that could be deemed "deprivation", i.e. if someone is under continuous supervision and control and is not free to leave the service, or subject to restrictive practices such as restraint, we must think about Deprivation of Liberty Safeguards 2007. This applies in adult residential services and for people aged 18 and above. For people who are aged 16 and above living in Supported Living and in Children's Homes (i.e. Hesley Group Residential Special Schools) contact will need to be made with the funding authority and the Court of Protection (see also MCA Deprivation of Liberty Safeguards Policy and Guidance, [ReS 6.4B](#)).

1.7 Speaking Up

Where staff are worried they may be victimised for reporting concerns they should be made aware that Hesley Group has a "Speaking Up" policy. This policy lays out our expectations that staff WILL speak up if they witness or suspect wrongdoing. This would include safeguarding matters. There is a procedure in place that means they would be protected under the Public Interest Disclosure Act 1998 (PIDA for short) and would not be identified UNLESS necessary as part of an investigation. Where staff members are required to be identified Hesley Group will view any issues of intimidation that occur as harassment and the perpetrators of the harassment will be subject to disciplinary processes. Speaking Up is a positive thing to do and should be viewed as such. See also Hesley Group Speaking Up Policy and Guidance, [Corp 5.1](#).

1.8 Senior Management Responsibilities

The Hesley Group expects senior managers will ensure sufficient numbers of Designated Persons are on duty to deal with the incidence or allegations of abuse and any required follow up, monitoring, etc., and that their contact arrangements will be publicised around sites.

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Hesley Group expects senior managers to ensure that full records are maintained and securely kept of any incidents/concerns/allegations, investigations and outcomes.

Hesley Group expects senior managers to ensure that CQC or OFSTED are informed without delay of any safeguarding alerts or referrals in order to fulfil our legal duty. Additionally, a "Duty of Candour" applies where issues of concern and serious incidents should be shared with other bodies, particularly those with whom we work in partnership who need to know, ensuring we operate in a way that is transparent and open (See Being Open – Hesley Group Duty of Candour Policy, [Corp 8.1](#)).

Hesley Group will report any staff member who is dismissed as a result of safeguarding concerns or leaves before they can be dismissed to the Disclosure and Barring Service (DBS for short). DBS will decide if the person should be placed on the list of people barred from working with children or adults at risk.

Incidents, accidents, physical interventions and complaints must be analysed and lessons learned or we lose an opportunity to improve things for people and might keep making the same mistakes and put people at risk.

1.9 Dealing with Allegations of Abuse - Proportionate Responses, Partnership and Accountability

Staff must follow the guidance in 'The Hesley Group Safeguarding Children and Adults – Guidance and Instructions to Staff', [ReS 2.1.1](#).

Staff who do not report matters of suspicion and concern are likely to be subject to disciplinary procedures.

Hesley Group employees who are in contact with people using the services must remain alert and respond to any changes in relation to anyone we support that may give concern about their health or wellbeing (emotional, psychological, sexual, financial or physical). Every one of our staff has a duty to report anything they see which gives them cause for concern that someone is at risk of or has suffered abuse. Alerts and incidents of speaking up will be taken extremely seriously and followed by managers using the agreed procedures, which are designed to protect the person who has spoken up. (See Corp 5.1 Speaking Up)

Despite all precautions there will be occasions when there is a suspicion or knowledge that abuse has occurred, is occurring or is at risk of occurring. Staff need to be confident in reporting their concerns and confident that they will be followed up properly.

As soon as staff become aware and suspect abuse or possible abuse they must **immediately** contact either the senior manager on duty, a designated person for this purpose (as per posters displayed) or in the absence of both, another manager within the Hesley Group service **in person or by telephone**. Staff

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must not try to collect evidence themselves, this could seriously damage chances of a safe and fair investigation.

In the unusual event of a manager has being alerted who is neither the senior manager on duty nor the designated person they have responsibility for taking the alert forward to the designated person.

Once the senior manager on duty or designated person meets with or takes a call from the member of staff who is alerting them to the concern they will ask the staff member to go through what they saw, when and how, and **the manager** who has taken the call/met with the member of staff will write an account of what has led to the allegations or concerns **using the Report of Concern Form, [ReS 2.1.3](#)**. The form will be numbered in sequence. Managers need to be aware that this can be a very difficult process for some staff and will need to support them through it.

Please note: Anything that is not a cause for concern about the health, safety or wellbeing of a person using the service must be dealt with through the appropriate management channels and not by using the Report of Concern Form. For example, any grievance or incident of bullying and harassment of employees at work, etc will be dealt with using the policy designated for that purpose.

The manager who has been alerted to the concern will immediately ensure the person alleged to have been abused is made safe and receives additional support as necessary, whether this be physical or emotional. The alerted manager may also need to consider as a matter of urgency if action is needed to preserve evidence – e.g. DNA, following an allegation of sexual abuse. If this is the case alleged victims should not be washed or showered, their clothing laundered or the scene tampered with until the police agree.

The designated person and the alerted manager must consider if a serious crime is alleged whether a call to the police should be made immediately.

IF IN DOUBT CALL THE POLICE FIRST AND SPEAK TO A PERSON ABLE TO DEAL WITH ISSUES OF HARM OR ABUSE.

An allegation may result in the removal from the scene/suspension of a person working for the organisation. This is normal and is good practice. The suspension will be “without prejudice” but takes place to a) protect the person who is alleged to have been abused and b) protect the member of staff by removing them from the situation.

After making sure the individual is safe, and dealing with any need for staff to be removed from the site, the manager who has responsibility for taking the matter through the safeguarding process, as agreed at the time, will follow the procedures outlined on the Flowchart and link into the local authority procedures for either Children or Adults in the area where the person lives (i.e. Doncaster or Barnsley). Please see your Hesley Group safeguarding leaflet for contact numbers.

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The relevant care sector regulator will be notified either by the Registered Manager or a person delegated by the Registered Manager. This will be OFSTED for children and young people at Fullerton House School or Wilsic Hall School; CQC for Hesley Village, Low Laithes, Community Solutions, Wilsic Hall College and Fullerton House College. Please see your Hesley Group safeguarding leaflet for contact numbers.

The Operations Director and Head of Quality and Policy will concurrently be sent e-copies of the notification forms and report of concern, also the copy of the notification to CQC or Ofsted by the Registered Manager for the service.

If, after making an allegation an individual feels the matter has not been treated with sufficient gravity, they must contact the senior manager for the service, if necessary the Chief Executive Officer. Alternatively, make contact themselves with the local Safeguarding Team and CQC or OFSTED. There is also a confidential "whistleblowing hotline" run by Mencap, for Health and Social Care staff. The helpline is targeted at those who have concerns about the services they work in but are unsure how to raise them or fear the repercussions of reporting them internally.

Please see back page of Instructions and Guidance, [ReS 2.1.1](#), for contact details of these organisations.

1.10 Child Sexual Exploitation

Child Sexual Exploitation (CSE) is a form of abuse where young people may be forced or manipulated into sexual activity. The abusers work hard to groom, often vulnerable young people, gaining their trust and then exploiting that trust for their own gain. This can happen in many ways including in person or online, it may also involve more than one abuser and a number of victims. Child Sexual Exploitation can take many forms and victims and perpetrators can be from any social or ethnic background.

Abusers are often very skilled in exploiting young people, using affection, attention, treats, alcohol, drugs or just a place to stay; sometimes they may manipulate the young person into believing they are in a consensual relationship and that they love them. Whatever the method of exploitation the young person is being taken advantage of through this controlling behaviour; it is child abuse and victims face huge risks to their physical, emotional and psychological health.

Doncaster Council and its partners including South Yorkshire Police are strongly committed to preventing child sexual exploitation, supporting victims, bringing offenders to justice and raising awareness amongst professionals and the general public. It is essential that Hesley Group work effectively in partnership with these organisations and the young person's local authority when risk is identified.

Hesley Group staff need to be aware of the signs and symptoms of sexual exploitation. Please see the link to Doncaster MBC Child Exploitation web pages for further information: www.doncaster.gov.uk/cse

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1.11 Female Genital Mutilation (FGM)

In October 2015 the Government imposed a duty on professionals to report suspected FGM in young women aged under 18 years. Please see the Statutory Guidance at [ReS 2.1.17A](#). FGM comprises all procedures involving partial or total removal of the external female genitalia or other injury to the female genital organs for non-medical reasons. It has no health benefits and harms girls and women in many ways. It involves removing and damaging healthy and normal female genital tissue, and hence interferes with the natural function of girls' and women's bodies. The practice causes severe pain and has several immediate and long-term health consequences, including difficulties in childbirth also causing dangers to the child. FGM is abuse. The following principles should be adopted in relation to identifying and responding to girls and women at risk of, or who have experienced FGM, and their parent(s). The safety and welfare of the child is paramount. Any action we take must be in the interests of the rights of the child.

FGM is illegal in the UK and is not a matter that can be left to be decided by personal preference – it is extremely harmful practice. Professionals should not let fears of being branded 'racist' or 'discriminatory' weaken the protection and support required by vulnerable girls and women.

It is acknowledged that some FGM practising families do not see it as an act of abuse. However, FGM is child abuse and has severe significant physical and mental health consequences, both in the short and long term and as such must never be excused, accepted or condoned.

For more information and guidance please see the HM Government Guidance at [Res 2.1.17](#). If a suspicion of existing FGM or a risk of FGM occurring the senior manager of the service (normally the Registered Manager or Head) MUST be informed. The Registered Manager or Head will contact the young person's social worker and the local safeguarding children team for advice and support and agreeing a strategy in the same way as they would other issues of abuse.

1.12 The *Prevent* Strategy in Education

Schools have a duty to undertake risk assessments in terms of the likelihood of pupils becoming radicalised and involved with terrorism. Please see the Guidance document in paragraph 3.19 - Revised *Prevent* Duty Guidance (HM Government July 2015), [ReS 2.1.20](#).

1.13 Keeping children safe in school

Our school recognises that Safeguarding is not just about protecting children from deliberate harm. It relates to aspects of school life including: pupils' health and safety; the use of reasonable force; meeting the needs of pupils with medical conditions; providing first aid; educational visits; intimate care; internet or e-safety; appropriate arrangements to ensure school security, taking into account the local context.

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Additionally, we recognise that Safeguarding can involve a range of potential issues such as: bullying, including cyberbullying (by text message, on social networking sites, and so on), peer on peer and prejudice-based bullying; racist and homophobic or transphobic abuse; extremist behaviour; child sexual exploitation; sexting; substance misuse; issues which may be specific to a local area or population, for example gang activity and youth violence and other particular issues affecting children including domestic violence, sexual exploitation, female genital mutilation, radicalisation and forced marriage.

All our staff maintain an attitude of 'it can happen here' and are aware of the signs and indicators of abuse. All members of staff have a responsibility to provide a safe environment in which children can learn.

Our staff induction process includes specific training and information on our arrangements and systems in place for safeguarding children, the staff code of conduct and details of the Designated Safeguarding Lead (DSL).

All members of staff receive ongoing appropriate training which is regularly updated, in order to develop their understanding of the signs and indicators of abuse and of the school's safeguarding procedures.

In conjunction with this policy, all members of staff are provided with, and are required to read and understand, Department for Education statutory guidance as outlined in Part 1 of 'Keeping Children Safe in Education 2015'. This is an integral part of both induction training and safeguarding refreshers.

Helping children to keep themselves safe

In school, children are taught to understand and manage risk through our personal, social, health and economic (PSHE) curriculum and through all aspects of school life.

All staff are trained in HELP (Hesley Enhancing Lives Programme) a behaviour support approach based on Therapeutic Crisis Intervention (TCI), which is accredited by the British Institute of Learning Disabilities (BILD). TCI is an internationally recognised, crisis prevention and management system that reduces the need to rely on high-risk interventions. TCI recognises that it is the actions and reactions of those around children that strongly shape and influence behaviour, as well as social and emotional development. The emphasis is on empathy, proactive support and teaching children more effective coping skills.

Our school continually promotes an ethos of respect for others and children are encouraged to speak to a member of staff in confidence about any worries they may have. In addition, all children have access to an independent advocate who provides a means for students with a variety of communication difficulties to raise any concerns. Children can make contact with the advocate by phone, email or the post box situated in school.

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All staff follow the South Yorkshire Child Protection Procedures and take account of both national guidance issued by the Department for Education and local guidance. Our Designated Safeguarding Lead's (DSL) are the appropriate senior members of staff who have the status and authority within the schools to carry out the duties of the post including committing resources and, where appropriate, supporting and directing other staff.

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In implementing section one of this policy (above) managers should ensure that all staff are aware of the Working Instructions and Guidance, [ReS 2.1.1](#), in dealing with Safeguarding suspicions, concerns or allegations.

All candidates applying to any role in Hesley Group's Children's Services will be asked to complete [Per 2.1.6](#) with a declaration that they have not been disqualified from working in Children's Social Care Services. Where a candidate

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does disclose they have been disqualified, the Head of the school should complete [Per 2.5.5](#) and contact Ofsted immediately.

Unexplained Injuries

Please use the body mapping process outlined in [ReS 2.1.5](#). Any resulting concerns will be reported through this, the Safeguarding Policy and guidance.

Policy Review

This policy will be reviewed at least annually by the Head of Quality and Policy to ensure it continues to meet current legislation and best practice guidance. The policy is approved by the Chief Executive Officer on behalf of the Hesley Group Board.

3 Standard Forms, Letters and Documents

- 3.1 [Safeguarding Children and Adults – Guidance and Instructions for Staff, ReS 2.1.1](#)
- 3.2 [Flow Chart for Reporting and Managing Adults’ Safeguarding Alerts and Referrals, ReS 2.1.2](#)
- 3.3 [Safeguarding Strategy Guidance for Managers in Children’s Services, ReS 2.1.2A](#)
- 3.4 [Report of Concern Form, ReS 2.1.3](#)
- 3.5 [Index Form for Safeguarding File, ReS 2.1.4](#)
- 3.6 [Unexplained Injury Body Map, ReS 2.1.5](#)
- 3.7 [Final Outcome Form, ReS 2.1.6](#)
- 3.8 [DBS Referrals: Form and Guidance, ReS 2.1.7](#)
<https://www.gov.uk/government/publications/dbs-referrals-form-and-guidance>
- 3.9 [Record of Safeguarding Strategy Discussion/Strategy Meeting or Case Conference, ReS 2.1.9](#)
- 3.10 [Safeguarding Action Plan, ReS 2.1.10](#)
- 3.11 [Children’s Homes Regulations 2015, ReS 2.1.11](#)
- 3.12 [Guide to the Children’s Homes Regulations including the quality standards April 2015, ReS 2.1.12](#)
- 3.13 [‘No Secrets’ \(Department of Health publication\), ReS 2.1.14](#)
- 3.14 [Practice Guidance and Risk assessment for Children and Young People at Risk of Sexual Exploitation Res 2.1.16](#)

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- 3.15 [Multi-Agency Practice Guidance for Children and Young People at Risk of Female Genital Mutilation, HM Government, ReS 2.1.17](#)
- 3.16 [Mandatory Reporting of Female Genital Mutilation – procedural information, ReS 2.1.17A](#)
- 3.17 [Keeping children safe in education – Information for all school and college staff, DfE, March 2015 – Part 1 only, ReS 2.1.18](#)
- 3.18 [Keeping children safe in education – Information for all school and college staff, DfE, March 2015, ReS 2.1.19](#)
- 3.19 [Revised Prevent Duty Guidance \(H M Government July 2015\), ReS 2.1.20](#)

4 Other Documents to be Referred to

- 4.1 Barnsley Safeguarding Children Board
<https://www.safeguardingchildrenbarnsley.com/>
- 4.2 Barnsley Safeguarding Adults Procedures
<https://www.barnsley.gov.uk/social-care-wellbeing-and-community-information/keeping-safe/adult-abuse>
- 4.3 Doncaster Safeguarding Children Partnership
<http://www.doncastersafeguardingchildren.co.uk/>
- 4.4 Doncaster Safeguarding Adults Procedures
www.doncaster.gov.uk/safeguardingadults
- 4.5 [CQC Statutory Notification Form, \(Safeguarding\) ReS 2.6A.1c](#)
- 4.6 Ofsted Statutory Notification Form
https://ofstedonline.ofsted.gov.uk/outreach/Ofsted_Statutory_Notification.ofml
- 4.7 [Hesley Group Speaking Up Policy and Guidance, Corp 5.1](#)
- 4.8 [Raising Concerns at Work: Whistleblowing Guidance for Workers and Employers in Health and Social Care, Corp 5.1.3](#)
- 4.9 [Being Open – Hesley Group Duty of Candour Policy, Corp 8.1](#)
- 4.10 Positive and Proactive Care; reducing the need for restrictive interventions (DH 2014)
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/300293/JRA_DoH_Guidance_on_RP_web_accessible.pdf
- 4.11 Working Together
<https://media.education.gov.uk/assets/files/pdf/w/working%20together.pdf>
- 4.12 Fundamental Standards and HSCA Regulated Activities Regulations 2015
<http://www.cqc.org.uk>

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- 4.13 [Planning and delivery of Health and Care Support, Policy ReS 5.3](#)
- 4.14 [Compliments and Complaints, Policy SysM 3.2](#)
- 4.15 [Recruitment, Selection and Appointment Policy, Per 2.1](#)
- 4.16 [Disclosure and Barring Service \(DBS\) Checks on Potential and Current Employees, Per 2.5](#)
- 4.17 [Effective Behaviour Support – Adult Services, ReS 5.1A](#)
- 4.18 [Effective Behaviour Support – Children’s Services, ReS 5.1B](#)
- 4.19 [The Use of Physical Interventions – Adult Services, ReS 5.2A](#)
- 4.20 [The Use of Physical Interventions – Children’s Services, ReS 5.2B](#)
- 4.21 [Individual Risk Assessment and Management, Policy ReS 6.11](#)
- 4.22 [People’s Rights and Having a Say, Policy ReS 5.8](#)
- 4.23 [Preventing and Tackling Bullying in Schools/Children’s Services, Policy ReS 2.10](#)
- 4.24 [E-Safety and Media Policy and Guidance, Policy ReS 6.17](#)
- 4.25 [Health and Safety, Policy H&S 1.1](#)
- 4.26 [Accidents, Policy H&S 1.2](#)
- 4.27 [Near Miss Reporting, Policy H&S 1.3](#)
- 4.28 [Communication and Consultation, Policy H&S 1.4](#)
- 4.29 [Appointment and Management of Contractors, Policy H&S 1.5](#)
- 4.30 [Control of Substances Hazardous to Health \(COSHH\), Policy H&S 1.6](#)
- 4.31 [Display Screen Equipment \(DSE\), Policy H&S 1.7](#)
- 4.32 [Environmental Policy, H&S 1.8](#)
- 4.33 [Safe Driving, Policy H&S 1.9](#)
- 4.34 [Electrical Safety, H&S 1.11](#)
- 4.35 [Winter Gritting, Policy H&S 1.12](#)
- 4.36 [Work Equipment, Policy H&S 1.13](#)
- 4.37 [Fire Safety, Policy H&S 1.14](#)

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- 4.38 [First Aid, Policy H&S 1.15](#)
- 4.39 [Gas Safety, Policy H&S 1.16](#)
- 4.40 [Infection Control, Policy H&S 1.17](#)
- 4.41 [Control of Asbestos, Policy H&S 1.18](#)
- 4.42 [Manual Handling Operations, Policy H&S 1.22A](#)
- 4.43 [Moving and Handling of People, Policy H&S 1.22B](#)
- 4.44 [Working Practice for Health & Safety Checks, Policy H&S 1.23](#)
- 4.45 [Personal Protective Equipment \(PPE\), H&S 1.24](#)
- 4.46 [Risk Assessment, Policy H&S 1.27](#)
- 4.47 [Employee Wellbeing, Policy H&S 1.30](#)
- 4.48 [Control of Legionnaires Disease, Policy H&S 1.35](#)
- 4.49 [Food Management, Safety and Hygiene, Policy H&S 1.36](#)
- 4.50 [Emergency and Service Continuity Planning, Policy H&S 1.37](#)
- 4.51 [Lone Working, Policy H&S 1.38](#)
- 4.52 [Safe Working at Height, Policy H&S 1.40](#)