

SAFEGUARDING VULNERABLE ADULTS AND CHILDREN



POLICY STATEMENT

As an all-encompassing property maintenance contractor, Bell Group UK's principal activities involve working in and around occupied public and domestic properties. It is therefore inevitable that within our workplace, safeguarding the welfare of all customers including children, young people and vulnerable adults plays a vital role in our daily activities and all Bell Group staff must be aware of their responsibilities in this regard. Bell Group UK aims to assure the safe and secure service provision for all our customers, including children, young people and vulnerable adults, across all Company activities, through effective management systems, training, inspection and regulation.

Bell Group is committed to the following principles in all aspects of our work:

- ✓ Empowerment – putting people first and helping those who lack mental or physical capacity to feel involved and informed about our work activities
- ✓ Partnership – sharing the right information in the right way with our clients and customers and providing adequate resources to achieve an optimum service
- ✓ Protection – ensuring we implement adequate protective procedures in and around the work areas to ensure the safety and protection of customers and especially highlighting needs of vulnerable residents or members of the public
- ✓ Support - supporting customers and residents in the communities where we work through social value, community events, sponsorships, employment opportunities and upskilling initiatives, so they have the opportunity to take action and take control of their circumstances
- ✓ Prevention – responding quickly to suspected cases of abuse or suspicious circumstances
- ✓ Proportionality – making sure what we do is appropriate to the situation and for the individual
- ✓ Accountability – making sure all parties to the project have clear roles and responsibilities

Safeguarding is a general term used to describe how we protect adults and children from abuse or neglect. Within the realm of Bell Group's activities, Safeguarding is about protecting all customers affected by our workplace activities and in particular making certain we provide a tailored customer care service to those in vulnerable circumstances. Our Safeguarding procedure also covers for reporting and taking action where we come across people within our daily jobs whom we suspect may be at risk of abuse or neglect due to the actions (or lack of action) of another person. In these cases, it is vital that our staff work together with the client and relative authorities to ensure any suspected matters are dealt with swiftly and effectively. This topic is also covered within our Policy on Anti-Trafficking and Modern Slavery.

Bell Group UK takes full responsibility to ensure that our workplace activities do not have a negative impact on the safety and welfare of others. To assist with attaining the above commitments, we adhere to standard procedures through the mobilisation of any contract:

- Liaise with our client to gather vital information relating to customer profiles and special considerations.
- Inherently, from this information, our Project Manager shall formulate a customer liaison plan and cherry-pick the most suitable individuals for each project.

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A stringent selection process shall be followed to engage individuals, specific to the work activities, based on: previous experience of similar work, skill base, qualifications and training, length of service and DBS checks. Thus, we ascertain the comprehensive training of site teams, with the secure knowledge that individuals are highly experienced in carrying out their activities in a safe manner.

- As a Company, we shall endeavour to engage 100% of directly employed local labour where reasonably possible. Consequently, we can rely on individuals being familiar with the local area, aware of common social issues and to identify and act upon safeguarding concerns which may arise.
- We carry out comprehensive induction training with all team members specific to the project in hand, covering the Construction Phase Plan, PPE, welfare of others and service delivery relevant to the customer.

As a Company, we commit to carrying out effective training with our employees on Code of Conduct, Respect for People, Customer Care and Safeguarding with all our employees on a continuous basis. We shall continue to work with our clients and external training providers in the most collaborative manner to focus on topics which will not only improve our own Safeguarding procedures internally, but as an industry leader, we aim to mould our clients' expectations and proactively push for positive change in the Customer Care approach adopted by all Companies within the property maintenance industry.

Our Commitments:

- ✓ Empowerment – putting people first and helping those who lack mental or physical capacity to feel involved and informed about our work activities
- ✓ Partnership – providing adequate resources to achieve an optimum service and sharing the right information in the right way with our clients and customers
- ✓ Protection – ensuring we carry out thorough site-specific induction with our team and that site management prioritise the implementation of adequate protective procedures in and around the work areas in line with our Construction Phase Plan, to ensure the safety and protection of customers and especially highlighting needs of vulnerable residents or members of the public
- ✓ Support - supporting customers and residents in the communities where we work through social value, community events, sponsorships, employment opportunities and upskilling initiatives, so they have the opportunity to take action and take control of their circumstances
- ✓ Prevention – responding quickly to suspected cases of abuse or suspicious circumstances
- ✓ Proportionality – making sure what we do is appropriate to the situation and for the individual
- ✓ Accountability – making sure all parties to the project have clear roles and responsibilities in relation to Safeguarding

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Any of the types of abuse outlined in our full Policy may take place as the result of deliberate intent, negligence or ignorance. Multiple forms of abuse can occur simultaneously. Abuse cannot be excused for any cultural or religious reason and should always be reported.

Each and every Bell Group employee is responsible for being vigilant throughout their daily activity and for ensuring our primary role as 'alerter' is carried through in line with our Policy. We are each accountable for reporting safeguarding concerns to our line manager, a senior Bell Group member of staff, client and/or where appropriate, liaising with the relevant Local Authority.

If you are unsure who to report to, please contact the Human Resources Manager, Paramjit Barry
Tel: 01236 766878 Email: HR@bellgroup.co.uk

Paramjit is the lead Manager on safeguarding concerns for Bell Group and is the owner of a central database where all reports and alerts made by employees are recorded. The senior lead shall review all referrals with the Board of Directors and take action on any issues as and when required. The senior lead shall also take responsibility for the continuous communication and improvement in the safeguarding mechanisms throughout the Organisation. Bell Group Management takes any concerns raised about the safeguarding of our employees, clients and customers very seriously.