

SAFEGUARDING VULNERABLE ADULTS AND CHILDREN



This document is available in large print, Welsh, audio and Braille on request.
Please call 01236 766878 or email HR@bellgroup.co.uk

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. All of our 1500 skilled operatives will come in to contact with members of the public on a regular basis. Over 40% of our work is on behalf of registered social landlords, 12% working with local authorities within schools and community buildings, a further 20% on behalf of other public sector clients within secure premises, prisons, carehomes and hospitals.

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

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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.
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.

For and on behalf of Bell Group UK –
CEO, Craig Bell

(BELL GROUP UK AND BELL DECORATING GROUP LIMITED)

Reviewed: 1st April 2020
Review Date: 1st April 2021

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Definitions

Statutory guidance defines safeguarding and promoting the welfare of children, young people and specific adults as part of the activity undertaken by an authority to protect vulnerable individuals who are suffering, or are likely to suffer, significant harm. For the purposes of this policy, Bell Group's responsibilities are more associated with identifying specific safeguarding concerns in relation to our daily activities of property maintenance, which may need to be raised with the client or a senior manager of Bell Group. Our employees also hold a certain level of responsibility to report any such circumstances, where they foresee that a vulnerable person is at risk, although this is understandably not the principal activity of our business.

Abusive behaviour

All staff have a responsibility to understand the different types of abuse. The main types are:

- *Physical abuse*
Definition: hitting, shaking, throwing, poisoning, burning, scalding, drowning, suffocating, or otherwise causing physical harm to an individual.
Signs: bruising, marks and/or injuries
- *Psychological / Emotional abuse*
Definition: telling or making an individual feel worthless, unloved or inadequate.
Signs: anxiety, paranoia, fear, racist graffiti,
- *Sexual abuse*
Definition: through forcing or enticing an individual to take part in sexual activities, including prostitution, whether or not the individual is aware of what is happening.
Signs: sexualised behaviour particularly from children
- *Neglect*
Definition: the failure to provide adequate food, clothing and shelter (including exclusion from home or abandonment); protect an individual from physical and emotional harm or danger; ensure adequate supervision; and ensure access to appropriate medical care or treatment.
Signs: unsanitary living conditions, lack of privacy around sleeping and bathroom areas, children not at school, young children left alone.
- *Financial or Material Abuse*
Definition: theft, fraud, exploitation.
Signs: sudden inability to pay rent, rent or food money missing.
- *Institutional abuse*
Definition: the mistreatment or abuse by a regime or the individuals within an institution.
Signs: Poor care standards, rigid routines, inadequate staffing, insufficient knowledge base within a service.
- *Discriminatory Abuse*
Definition: abuse due to an individual's characteristics.
Signs: Low self esteem, withdrawal, depression, fear, anger.

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Vulnerable Groups

According to the Safeguarding Vulnerable Groups Act 2006, and the Protection of Freedoms Act 2012, a person is considered 'vulnerable' if they receive a health, personal or social care service from a professional. Personal services would include, for example, help with financial matters, feeding, washing or dressing. An individual also falls within the category of being 'vulnerable' if their education or welfare falls under one of the following, but may not be limited to:

- state and independent day schools
- residential special schools
- pupil referral units
- boarding schools
- residential children's homes
- secure children's homes
- secure training centres
- secure residential units for vulnerable adults
- child protection units / homes
- residential family centres
- residential care homes for elderly
- supported residential units
- sheltered Housing

- early years and childcare centres
- youth services centres
- colleges or other further education institutions
- work-based learning and training centres
- training of armed forces units
- adult learning centres
- fostering and adoption services and agencies
- young offender institutions (with HMI Prisons)
- HMS prisons
- NHS Trust premises - hospitals, surgeries, clinics for mental health, psychiatric hospitals

As Bell Group employees undertake operations within all or almost all of the above establishments, it is our utmost responsibility to ensure that the safety, security and welfare of customers affected by our work is upheld and improved upon to the best of our ability.

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Procedure

- ✓ Empowerment – putting people first and helping those who lack mental or physical capacity to feel involved and informed about our work activities

Our aim is to provide a remarkable service. In order to achieve this, we shall promote maximum communication with customers and encourage valuable feedback, just as we ourselves shall provide transparency and certainty of information.

We must take time to understand each customer and build solid relationships. Consequently this will add value for our customers and maximise rewards for all parties affected by each project.

Our Pledge is to;

- Engage our fully-trained Customer Liaison Team (RLOs) in all live projects to maintain maximum communication and deal with vulnerable issues in a personalised manner.
- Carry out customer profiling pre-start to ensure we provide a tailored customer care service
- Formulate a Customer Communication Plan specific to every project
- The Plan shall include but is not limited to: *meeting programme, notification process, Freephone hotline, tailored consultation; RLO involvement, community initiatives, complaints process, aftercare and site visits, Facebook and Twitter, Client website / newsletter, satisfaction questionnaires and reporting of performance*
- provide contact details for our team within all correspondence so customers have every opportunity to provide feedback
- Engage in direct face-to-face contact with customers (where appropriate) prior to, during and after completion of work as a vital part of our operations to empower customer in the decision making process and to deal with safeguarding issues
- Prioritise involvement of vulnerable adults, elderly or customers with certain disabilities through individual home visits, coffee mornings and special events coordinated by our RLOs
- Ensure maximum communication with carers throughout the programme.
- Mount a Communications Board in foyer of public buildings, blocks or communal space to facilitate information sharing, involvement and feedback.
- Adapt Wet paint signs to large print, easy to read colours, include pictures of hazards as well as being mounted at a lower level for wheelchair users.
- To set up Skype links with customers unable to leave home, or email communication to back up site visits;
- Where appropriate to the project, advise setting up a Strategic Core Group, engaging selected individuals from various roles across the areas included in the programme of work. This approach ensures we take account of all significant issues and creates an effective flow of information between all parties.
- Involve customers at all stages of our work, where appropriate. E.g. by inviting customer representatives to attend project meetings, as well as involvement during property inspection and sign-off.
- Endeavour to attend local Resident meetings and National Resident Forums whenever possible to attain a true representation of the main concerns within the local area where we are working
- Ensure presence within community with well liveried vehicles, workwear, Clear and visible ID;

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- For Site supervisors / Foremen to carry out joint inspections with customers where possible to review quality and provide feedback opportunities
 - Promote tailored customer care through utilising Social Media such as setting up a client-specific online forum, Bell Group Twitter Account and Facebook.
 - Maintain training of our Nominated Branch Admin staff and RLOs to manage complaints effectively and swiftly in line with the Group Complaint's Policy. Monthly analysis shall be carried out by Bell Group's Quality Manager, who traces all issues to a satisfactory conclusion and ensures that issues concerning vulnerable groups are dealt with in an appropriate manner
- ✓ Partnership – providing adequate resources to achieve an optimum service and sharing the right information in the right way with our clients and customers

Set – up

Bell Group considers the Pre-start meeting to be the most crucial stage for promoting a true collaborative approach from all parties involved and ensuring the effective set up of all elements to allow the project to run smoothly for a successful completion. We shall promote all parties sitting down together at the outset, thus creating a level of communication for optimum service delivery, giving our team the ability to develop a tailored customer care and ascertain the implementation of adequate resources and procedures in line with all safeguarding requirements.

Management on Site

All Bell Group Site Supervisors and Contract Managers possess unmatched expertise in managing property maintenance projects across the full spectrum of our industry. Our Supervisors and Contract Managers are encouraged to utilise their profound knowledge of the work we undertake, to help improve and develop Company procedures in relation to resident liaison, customer care, access, and methodology. Our clients can benefit substantially from your innovative ideas you may bring to the table from other projects. *Please share your vision!*

Quality of employee deployed - Selecting the right personnel

Being a family run business, we care about our clients their customers and vitally, we care about our own staff. Consequently, Bell Group pledges to invest in career development, training, team building and nurturing; each contributing to the provision of the best quality workforce and staff for achieving a high level of service.

Each Contract Team shall be arranged with the specific requirements of each project in mind. A training assessment meeting pre-start shall allow the project manager to identify the most suitable individuals for the work awarded and project-specific training is planned to ensure the most suitable customer care for our clients and their customers.

Management must consider the suitability and previous works of a particular Operative to determine if they possess the skills required to work in an environment close to vulnerable adults or children. Examples would be; ability to follow a strict regime of site rules, good site practice and specifically not leaving materials or equipment unattended and an ability to communicate effectively with clients, such as carers and managing agents.

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Any Operative who wants to work in a child safe environment or within the vicinity of vulnerable adults, needs to request a DBS application form from their office administrator and complete it before any work in the aforementioned takes place.

Communication

- All residents / customers will be provided with mobile numbers, email and emergency contact details for our helpdesk, site supervisor and contract manager, as well as our RLO / Project Administrator
- Operatives and Foremen must be aware that close communication with carers may be vital for safeguarding particular customers. It is essential in such cases to plan works during suitable times, which may involve working only during school hours or during day trips when vulnerable customers are not present. Our local RLO should be engaged from the outset of the project to assist with customer, client and carer liaison.
- If any issue arises in relation to our works, which in any way whatsoever affects a child or vulnerable adult; our Site Managers / Forepersons must ensure the client representative in charge is notified immediately, The Bell Group Contract Manager is informed of all details immediately, and where necessary, Bell Group complaints / accident paperwork completed.
- Direct contact door-to-door with vulnerable Residents who have special requirements is our most favourable method of communicating (where appropriate and as directed by the client), prior to commencing and during the programme. This element of our work shall be managed by our RLOs, who shall coordinate daily with our Site Supervisor
- Site Managers are encouraged to mount a Communications Board where possible, such as in the foyer of sheltered homes, with photographs of each operative, programme information, contact details and what team members do. This helps residents to become familiar with site teams and they feel more at ease when approaching our staff.
- Setting up a coffee morning can be an effective method of communication in many of our housing projects, especially involving elderly tenants or within sheltered complexes; consequently allowing us to take account of all resident needs, improving access, protecting personal property and increasing customer satisfaction.

Minority Groups

- We must take active steps to ensure that there are no barriers to effective consultation, which could impede minority groups.
- Information about the work can be distributed in different languages if required – please inform your RLO or supervisor if you come across such requirements on site. Bell Group can provide such services through our agreement with Language Line, which provides translations in over 170 languages, as well as Brail and recorded messages. Communication can be chosen in writing, over the phone as well as face-to-face.
- Various Bell Group employees are fluent in sign language and can attend meetings and events to communicate with residents if required.

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- ✓ 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

Through 30 years' experience in working with all kinds of customer groups, our Company has developed effective policies and techniques for all eventualities of special requirements in compliance with current legislation.

Prior to works, Bell Group Contracts Staff shall ensure

- All customers and residents have been made aware of our emergency and complaints process through pre-start meeting, 'meet the contractor' workshops, notification letters and our "Resident's Guide" issued pre-start.
- Residents and customers are advised of essential safekeeping of belongings.
- Customer profiling is carried out and RLO engaged to ascertain that we implement adequate procedures, assistance and training for all involved.
- That all residents have been advised of plant and equipment and warned of the risks involved
- Adequate procedures are implemented to safeguard children and vulnerable groups, including; careful parking and safe driving in and around site; welfare in safe area away from play areas; heras fencing to segregate work area, plant and equipment
- Risk Assessments carried are out and adequate control measures in place.
- Areas of work cordoned off appropriate to work and redirected routes in place. Where areas to be closed off, such as blocked stairwells, residents must be consulted well in advance.
- Tradespersons must report to Supervisor and sign in, ensuring possession of photo ID and corporate workwear.
- Contract supervisor required to ensure all relevant information is provided, including a project-specific site induction,
- Specific instructions relevant to vulnerable customers and keys / access information / password given to selected individuals if necessary.
- Clear and adequate warning signs inside and outside of properties shall include; mounted A-Frame signage with Bell Group logos, magnetic signs on welfare, wet paint or men at work signs around all work areas

During works, the main points of our site rules include:

- Corporate work wear containing our Company logo to be worn by all site staff;
- Bell Group ID badges shown and presented at all times.
- Carry CSCS, photo ID cards and MoD clearance cards where attained.
- Non-smoking policy, zero tolerance drug and alcohol during work hours.
- All personnel shall be instructed on procedures for suspicious or unsafe circumstances. For your own personal safety, please remove yourself from any contentious situation and report it immediately to your superior / client. Please do not react to antagonistic behaviour of any

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resident, customer or colleague. In the case where you suspect abuse or neglect of another individual, please report this immediately to your superior and client where necessary.

- Managers must ensure that Operatives working in a child Safe environment and amongst vulnerable adults ensure that no form of photographic equipment is taken onto the premises including the use of mobile phones.
- Materials shall be delivered daily to minimise disruption. No material shall be left unattended.
- All tools, materials securely stored when not in use.
- Minimise the creation of waste and store safely in your vehicle or stores until the end of the working shift.
- Do not leave rubbish where it would be obstructing traffic routes.
- All waste shall be removed from site daily for segregation and recycling.
- Minimise dust and noise and carry out dirty or noisy works only within areas and at times agreed with the client and your supervisor,
- Keep work areas neat and tidy; clean up after work.
- Ensure water, lighting and toilet facilities are fully reinstated after working hours.
- Help us to maintain a “Don’t walk by” culture. Report to your superior any unacceptable conditions, behaviour or performance on site.
- Maintain a ‘Right first time’ ethos to avoid return visits
- Site monitoring will be undertaken by your Supervisor to ensure the site rules are followed.
- All operatives are required to sign out.

Ascertaining the Safeguarding of Residents and Customers:

- Confidentiality shall be embraced by all levels of staff. Do not discuss vulnerable issues with anyone outside of the Company or who is not directly involved in the work being carried out
- A non-confrontational approach shall be adopted in all situations.
- Respect driving speeds around site and ensure safe parking.
- No-smoking policy, no radios and minimise nuisance.
- We operate a tailored notification process, which ensures that each resident is aware of the scope of works being undertaken, the programme and timescales, risks and precautionary measures to protect themselves and their personal belongings.
- To minimise disruption and ensure we maximise safeguarding of customers, our RLO’s will provide a one-point-of-contact for residents and shall be available for the full duration of each project by phone, email and in person.
- Through the Resident Profiling being carried out prior to the commencement of works, we can ensure the best methods of communication are available to each resident for maximum safety and minimal disruption.
- We shall liaise with our clients and endeavour to organise meet the contractor events where appropriate to the contract.
- All site staff will be provided with the appropriate PPE and protective equipment to maximise safety of themselves and others affected by our work.
- It is important when working on projects within a child safe environment or in premises with individuals who are vulnerable to illness, that the client is advised on suitable specification.

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- We can operate a ‘password’ system for residents where required, allowing residents to provide an agreed password each time they speak to us to ensure maximum security
- Implement safety measures;
 - plant parked safely;
 - remove keys from plant,
 - remove access and egress from scaffold out of hours;
 - tools, materials and equipment safely locked away in a secure store area and only materials and equipment in use are kept within the work area.
 - Advise customers not to leave windows and doors open after working hours.
 - Utilise barrier tape, cones and heras fencing to redirect traffic.
 - Mount adequate Bell Group signage.
 - Pets to be kept away from work area;
 - Property protection in use at all times – tarpaulins, dust sheets, car covers.
- Additional considerations in place in respect of children, vulnerable adults, disabled people and elderly residents within the neighbourhood;
 - The separation of works in such environments is essential and where possible, the work area should be secured by a locked entrance. Otherwise, barriers must be selected which avoid the possibility of children breaking through or over the separation device.
 - When working in a child safe environment Operatives must be provided with a suitable tool belt to ensure no tools are left lying on the floor where children could pick them up. Regular Inventory checks shall be carried out in secure premises where instructed
 - When working within an environment close to children; take extra caution before 9am/after 3pm; speak with local schools where possible to advise of work if within close proximity
 - When work activities may affect elderly residents; ensure materials/equipment are not blocking ramps, engage the RLO in a door to door approach, carry out relevant tool-box-talks;
 - With increased traffic from works, take extra care parking and entering work area;
 - Keep welfare cabin locked at all times to prevent injury or accidents.
- Comply with site-specific Risk Assessments and Method Statements.
- Abide by Client’s Policies and Procedures, which should be highlighted to all members of the team during the pre-start induction and through tool box talks.
- Ensure access for residents and prevent unauthorised access – maximise security of premises
- Ensure surfaces are safe before opening the area back up to customers / residents / public.

Training and Preparation of our Team

From customer profiling pre-start, the Bell Group Contract Manager shall ensure that site teams, including supervisors and operatives, are adequately prepared and trained in the relevant customer care and site practice and where required, our Operatives are inducted on the additional hazards associated with working in an environment that is occupied primarily by children or vulnerable adults. All project team members must attend a vital on-site pre-start Induction, which shall cover:

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- Site rules and code of conduct
 - ID badges to be worn at all times and PPE / corporate clothing in good order.
 - Health and safety procedures that should be implemented to protect vulnerable people and people surrounding the works
 - High security areas and strict access procedures
 - The use of tool and equipment registers on site
 - Different classifications of vulnerable people
 - Data protection
 - Types and signs of abuse (including physical, sexual and emotional abuse and neglect)
 - Issues affecting young people
 - Issues affecting elderly people
 - Issues affecting people with disabilities
 - Human trafficking and slavery policy
 - Reporting a concern
 - Managers must ensure the section of the Method Statement detailing customer care is separated and included within a Toolbox Talk and regularly relayed to the Operatives on site.
 - All induction training and site based tool-box-talks will be specifically relevant to the types of residents / customers within the surrounding area on each project.
- ✓ 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

Bell Group has promoted local employment and a defined commitment to Social Value since our setup 30 years ago. On each of our contracts, we are committed to providing local employment initiatives and opportunities in line with specific client requirements. We spend substantial time, money and resources in fulfilling objectives in community matters and go to considerable lengths to build and improve on each individual client's expectations.

Employment

Our pledge is to;

- Employ local SMEs. We shall work with our partner organisations to identify the most suitable SME companies in the area to supply products or specialist works.
- Provide local jobs for local people - we shall continue to advertise opportunities on our clients' websites, in and around housing estates, within the local job centre and through recruitment drives, where we can target certain groups of candidates such as long-term unemployed.
- Target underrepresented groups: Our Community Investment Manager and RLOs in each region shall work closely with our clients to carry out a resident profiling exercise and to identify the most suitable opportunities for underrepresented groups prevalent in the communities where we are working.

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- Continue to work with local schools and colleges to encourage young people from all backgrounds to apply for positions within Construction. We believe it's important for young people to understand the opportunities available to them
- Engage our senior female managers to attend Seminars, which has been integral to increasing the number of females employed by our organisation within all roles and levels, and we shall continue to improve on these objectives.

Training and Education

Our pledge is;

- To provide training opportunities to customers and residents in the communities where we work; we will continue setup DIY days, where residents learn new skills such as wallpaper hanging, minor repairs to a door hinge, how to hang a picture or put up a shelf.
- To increase Joint Training Initiatives with smaller organisations by offering free places to local firms on Bell Group training programmes e.g. asbestos awareness courses, CSCS training, safety training courses.
- To donate staff time for Mock Interviews and C.V. mentoring, providing expert advice to school leavers and graduates
- Set up skills workshops targeting identified underrepresented groups; for instance recently working with Youthbuild, Action for Children, Dame Kelly Homes Trust
- Dedicate staff time to carry out presentations at local schools and attending Job Fairs to advise on apprenticeship opportunities within Construction;
- To focus on Workforce CPD - All members of staff, regardless of their role, are entered into our group training plan upon the commencement of their employment. Training shall be balanced in line with the employee's career aspirations, project conditions within that branch, statutory requirements and Bell Group strategy
- To continue to promote and increase opportunities within our Work experience placements programme, which usually involves a two-week' placement with apprenticeship or full time employment opportunities upon successful completion; we offer placements in both trade and non-trade positions.
- To drive Apprenticeships to our highest level since the Company's inception. We currently employ over 160 apprentices (10% of the workforce); the end of 2015 saw our 900th apprentice employed since our organisation's set up in 1988. The apprenticeships we currently offer are: Carpentry and joinery, Plastering, Ames taping, Electrical, Decorations and Plumbing.
- The apprenticeships run from two to four years, depending upon the course undertaken and its location. The course are run in conjunction with CITB and various training schools across the country. On average, we pledge to employ 1 apprentice for every £250,000 of work awarded

Bespoke Community Support

In addition to employment and training opportunities, in order to support underrepresented groups within the communities where we work, Bell Group shall invest in a variety of community initiatives for each client, depending on the project awarded and resident needs

Our pledge is to;

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- Organise fun-days for residents
- support the Living Wage, and provide members of staff with an income which enables them to not just pay the bills but support 'luxuries' in their lives
- have no zero-hour contracts
- actively promote skills training sessions including DIY workshops; Upcycling classes; IT skills workshops; CV writing skills; interview techniques; gardening
- Organise coffee mornings to communicate the full-scope of works to customers and identify individual needs
- Donate any materials and leftover paint to local colleges, charity organisations and community groups
- Provide financial measures in the form of sponsorship of local individuals, charities or teams, which currently covers a vast spectrum from sponsorship of junior football squads to individuals doing a 'sleep out' in a bid to tackle homelessness.
- Donation of staff time for community initiatives – neighbourhood watch meetings, tree planting, fence repainting, garden refurbishment projects and refurbishment of playgrounds.
- liaise with local police to tackle crime and anti-social behaviour
- Use sustainable products to minimise the environmental impact of our work and maximise benefits to communities
- Aim to recycle 100% of waste on any agreement
- Monitor vehicle emissions, seeking environmentally friendly vehicles (e.g. hybrids) where possible
- Redecoration for public buildings out with the awarded scope of works such as Community Centres, church halls, nurseries or Drop in Centres
- Children's events and activities, e.g. sports days, face painting; donating toys. In line with client aims and objectives, we shall support local initiatives such as Youth Group football day for disadvantaged children, art workshop for disabled children.

✓ **Prevention – responding quickly to suspected cases of abuse or suspicious circumstances**

This Safeguarding Policy requires all employees to be vigilant in their daily operations. Being in direct contact with customers, residents and members of the public on a daily basis, Employees of Bell Group are responsible for reporting and taking action where we come across people 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, Bell Group senior staff and relative authorities (if applicable) to ensure any suspect matters are dealt with swiftly and effectively.

We operate a "Don't Walk By" Policy, encouraging staff to take full responsibility for self-preservation and safety of their colleagues and others affected by their work. If any employee finds themselves in contact with vulnerable adults, children or other individuals who could be at risk, please Don't Walk By and ignore the signs; contact your superior and report your sightings. You may just save someone's life

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- ✓ Proportionality – making sure what we do is appropriate to the situation and for the individual

Maximum Collaboration and Information Sharing

We never underestimate the importance of providing a safe working environment for our staff and customers. In addition to our provisions, we require the following information from each of our clients pre-start to ensure that our work activities are appropriate to the situation and for the individuals affected:

- Asbestos Register information available
- Red Dot Resident information for staff safeguarding
- Vulnerable Resident List to assist in our approach to customer care
- Suitable Location for placement of Welfare Facilities
- Information relating to other projects which are planned for the schemes, which shall lead to maximum efficiency in programming and minimum disruption
- availability for attendance at Pre Start Meetings, Site Inductions and Progress Meetings, to endorse the safe working culture approach toward the works and ensure we are responding to every individual customer need in the appropriate manner
- Availability of Scheme Managers and/or support staff for vulnerable residents to liaise with our RLOs and site staff
- Parking Restrictions and any Time Related Restrictions relating to the schemes
- Any Scheme Specific Rules such as high security premises
- Appropriate working hours especially in consideration of vulnerable residents, religious festivals, full-time working residents
- A list of spoken Languages to enable effective communication with Residents and Visitors, to enable adequate safety signage to be translated and mounted, to allow adequate time for notification to be translated and translators to be present at meetings if required.
- Knowledge of any residents who have particular needs which relate to Equality and Diversity in order that we can ensure the most suitable customer care approach. Examples include;
 - Where comprehensive DBS security checks are required to be carried out for all operatives
 - cases where Bell Group should engage an all-female operations team
 - where we require one-to-one liaison with residents by female RLOs only
 - planning work to take place during times when residents are generally not present
- Where direct contact is not appropriate; to be managed by external agents /our RLO team
- where individual home visits or special events can be arranged
- Employment and training opportunities, targeting specifically underrepresented groups
- Opportunities to invest in Community Initiatives and sponsorships to support underrepresented groups, children and vulnerable adults locally.

Code of Conduct

Our site personnel are required to adhere to our “Policy for Working in Occupied Premises” , which details “Ensuring Courteous behaviour on site; Respect for People; Property protection; Service delivery and customer care; Resident liaison; Dealing with vulnerable resident needs; Arranging appointments; Notifications; Access Log; Complaints procedures”.

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As part of our on-site pre-start induction; we ask that our staff and operatives

- Be fair and reasonable at all times;
- Treat all people with respect
- Work honestly and openly;
- Provide the highest Standard of Service at all times
- Attain complete satisfaction of customers
- Promote maximum communication between all parties
- Pre-arrange appointments and make sure residents are informed of delays
- Make our service equally available to all customers, including those with special needs.

When visiting individual homes you must:

- Knock or ring once and stand back from the door;
- Not peer through letter boxes or windows
- Introduce yourself, smile, show your ID badge and explain why you're there;
- Always wait to be invited to enter;
- Do not enter a home where there are minors (under 18), unless there is an adult present
- Ask for pets to be kept in a separate room from area of work

We ask operatives to give extra consideration, such as:

- Not blocking pathways or ramps – consider disabled access available
- Be extra clear when speaking to elderly residents
- You may need to deal with carers
- Consider alternative working hours
- Consideration to Religious Festivals

- ✓ **Accountability – making sure all parties to the project have clear roles and responsibilities in relation to Safeguarding**

Any of the types of abuse outlined in this 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 'alserter' is carried through in line with this 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.