

Safeguarding Prevention Standards

1. Introduction

Our aim is to ensure that customers accessing our services are not harmed in any way through our actions. The following document provides information to support managers to easily identify all relevant policies, procedures, training and development opportunities to meet the safeguarding prevention standards.

The following standards cover RNIB and any third party providing a service on our behalf.

It applies to all staff, volunteers and contractors.

2. Safeguarding standards

Standard 1 – RNIB has safeguarding policies for children and adults at risk supported by robust procedures

RNIB has developed a safeguarding policy to meet this standard. In addition this policy is supported by other organisational policies and procedures aimed at promoting safe working practices as listed in appendix 1 of this policy.

Standard 2 – RNIB consistently applies a thorough and clearly defined method of recruiting workers and volunteers in line with legislative requirements and best practice.

The term worker is used to describe people who are:

- Employed
- Self Employed
- Via an Employment Agency
- Contractor, or
- Limited/plc Company

RNIB has developed various resources to support managers to meet this standard including policies, procedures and training

resources. Details of these can be found in Appendix 1 of this policy.

In addition managers must ensure that agency workers are suitable to carry out the role to which they are appointed. Appendix 3 provides a template for managers to use when seeking assurances from agency providers that people have been through a thorough recruitment process and have the skills and qualifications necessary to carry out the role.

Standard 3 – RNIB has procedures in place for the effective management, support, supervision and training of staff and volunteers.

Various resources and training opportunities have been developed to support managers in this area. Details can be found in appendix 1.

In addition all managers must ensure that where people work directly with children they have additional training to support their ability to recognise the signs that a disabled child may have been abused. This is necessary because disabled children are over 3 times more likely to be abused or neglected than non-disabled children (Jones et al, 2012) and may not always be able to communicate concerns to people.

Standard 4 – RNIB has clearly defined procedures for raising awareness of, responding to, recording and reporting safeguarding concerns.

The following procedures have been developed to support this standard:

- Recognising and responding to low level concerns
- Safeguarding child protection procedure
- Safeguarding adult protection procedure
- Whistleblowing policy

Standard 5 – RNIB operates an effective procedure for assessing and managing risks with regard to safeguarding children and adults at risk.

A formal risk management process is in place across RNIB which supports the identification and management of risk at a number of levels across the organisation, strategic, directorate and service level.

Strategic level:

The Executive Board have oversight of organisational risk, and report to the quarterly meetings of the Audit and Risk Committee.

In addition, a yearly review of safeguarding arrangements takes place which includes an analysis of all reported incidents to determine if improvements are required to strengthen our safeguarding processes. The findings of this yearly review are presented to the Executive Board and Trustees.

Additional reports for the Executive Board may be required during the year if the organisations risk position fluctuates significantly.

Directorate level

At a directorate level Directors are responsible for ensuring that the management and identification of safeguarding risks is routinely scrutinised as part of their routine management function and that mitigation plans are up to date and appropriate.

To support this function the Safeguarding and Compliance Manager will provide regular updates on incidents or concerns that are occurring in their area of responsibility.

Service level

At a service level risk assessments must be completed for all aspects of care and support that may present a risk of harm to our customer group.

In addition to the service wide assessments individual risk assessments must be carried out with people who may be vulnerable when they engage in or are involved in specific activities such as accessing the community, managing money or medication, behaviour management, moving and handling.

Risk assessments must be reviewed yearly or following any incident or changing needs.

Standard 6 – RNIB has clear procedures for receiving comments and suggestions and for dealing with concerns and complaints about the organisation.

The following policy has been developed to meet this standard:

- Customer Feedback Policy

Standard 7 – RNIB has a clear policy on the management of records, confidentiality, and sharing of information.

Various resources have been developed to support managers in this area. Details can be found in appendix 1.

Standard 8 – RNIB has a written code that outlines the behaviour expected of all involved with the organisation, including visitors.

Various resources have been developed to support managers in this area. Details can be found in appendix 1.

3. Version control

The table below shows the history of the document and the changes that were made at each version:

Version Number	Date	Author & Job Title	Status & Level of Approval	Changes made
V 1.0	August 2015	Safeguarding and Compliance Manager, Debbie Lynch.	Managing Director of RNIB Places, Sally Harvey	Policy first written.
V 2.0	December 2016	Safeguarding and Compliance Manager, Debbie Lynch.	Managing Director of RNIB Places, Jayne Frampton	Update to risk section and terminology following legislative changes

V 3.0	October 2017	Safeguarding and Compliance Manager, Debbie Lynch		Update to reflect structural and operational changes
V 4.0	April 2018	Business Support & Compliance Manager		Update to reflect operational changes

Appendix 1

RNIB Resources

Please note that the following list of policies, procedures and training are correct at the time of policy review. However, new developments and procedural change are ongoing therefore the following may not reflect the full resources available. Managers should check the relevant HR, Volunteer, Procurement, Safeguarding and Health and Safety Pages regularly on iSite and interaction.

We are currently transitioning to the policy wiki therefore managers should contact the relevant department if any policy, procedure or guidance cannot be found in the sites identified following the document title.

Many services will also have local procedures which staff should access.

1. Corporate policies, procedures and guidance

Recruitment and Selection

- Recruitment and Selection Policy – Policy wiki
- Self Employed Workers Policy (56) – Interaction and iSite
- Probation and Assessment Period Policy – Policy Wiki
- HSE Contractors Policy – Interaction and iSite
- Use of agency workers (61) – Interaction and iSite
- Volunteering Recruitment Process, which includes Getting Ready to Recruit, Attracting Volunteers, Using Application Forms, Interviewing Volunteers and Following up References. – Interaction and iSite
- Using contractors policy– Interaction and iSite

Support, Supervision & Development

- Induction Policy – Policy Wiki
- People Development Policy – Policy Wiki
- Appraisal Policy (7) – Policy Wiki
- Sickness absence policy – Policy Wiki

Raising Concerns / Feedback

- Customer Feedback Policy – Interaction and iSite
- Whistle Blowing Policy - Wiki
- RNIB Volunteer Involvement Standards – Interaction and iSite
- The RNIB Volunteer Involvement Policy – Policy wiki
- Volunteer Standards "Raising Concerns" and "Problem Solving Procedure". – Policy wiki

Data Protection

- Information governance framework – Policy Wiki

Conduct

- Disciplinary Policy – Policy Wiki
- Grievance Policy – Policy Wiki
- Alcohol / Drugs and Substance Abuse Policy – Policy Wiki
- Bullying & Harassment Policy – Policy Wiki
- Email and outlook use Policy (24) – Interaction and iSite
- Internet Access Policy (46) – Interaction and iSite
- Dignity at Work Policy (53) – Interaction and iSite
- Capability Policy – Policy Wiki

Health & Safety – all Interaction and iSite

- Biological Hazards Policy and Guidance
- Hazardous substances Policy and Guidance
- General Risk Assessment Standards and Guidance
- Care and education risk assessment framework
- Immunisation Policy
- Manual Handling Policy
- Managing the risks associated with hot surfaces
- Hot water safety
- Guidance on water hygiene in pools and spas
- Legionella and other water borne bacteria policy and guidance
- Policy and guidance on slips and falls

- Falls from a height policy
- Electrical work policy
- Contractors operational requirements
- Windows and transparent or translucent doors
- Hot works – permit to work system
- Permit to work general hazardous work
- Portable appliance testing
- Food Hygiene Policy and guidance
- Events health and safety forms
- Fire safety information
- First aid at work policy
- Accident/Incident reporting procedures
- Accident/Incident investigation procedure
- Reporting accidents under RIDDOR
- Policy and guidance on the safe use of bedrails (SQC 6)
- Managing aggression and violence at work (SQC 7)
- Personal protective equipment Policy and Guidance

Safeguarding

- Safeguarding Policy – Policy Wiki
- Safeguarding child protection procedure – Policy Wiki
- Safeguarding adult protection procedure – Policy Wiki
- Recognising and responding to low level safeguarding concerns – Policy wiki
- Intimate Care Policy - Policy wiki
- Supporting vulnerable customers in community settings – Policy wiki
- Anti-Bullying – Policy wiki
- Boundaries standards for people working in regulated care and education settings - iSite
- Preventing financial abuse and fraud - Policy wiki
- Fraud, theft, bribery policy – Policy Wiki
- Managing medication incidents – Policy wiki
- Duty of Candour Policy – Policy wiki

2. RNIB Group Training

Everyone who joins RNIB will be provided with safeguarding awareness training to ensure that they understand what safeguarding means and how to report any concerns.

Everyone who works directly with vulnerable groups will carry out more in-depth training. This may be the child and adult protection e-learning that can be accessed by contacting the people development team or it may be bespoke training delivered in their service.

All Safeguarding Leads will complete specific training as specified by their Local Authority or service specific regulations.

In addition the People Development Team provides a range of training to ensure that everyone is able to carry out their roles safely and effectively. Please contact the team for more information or review the training offer on iSite or Interaction.

Appendix 2

Service safeguarding meetings

Terms of Reference

1. Purpose

To ensure RNIB fulfils its responsibilities to **safeguard** the welfare of vulnerable groups.

2. Terms of Reference

2.1 The safeguarding group will receive information to enable it to fulfil its responsibilities from a number of internal and external sources, including but not limited to:

- Regulator reports
- Training records
- Internal monitoring reports
- Accident / Incident reports related to care / safeguarding incidents
- Internal and external audits
- Comments / complaints including any questionnaire feedback etc
- Changes to legislation / best practice briefs

2.2 Ensure that there is active learning from any adverse reports or incidents, with due regard to confidentiality.

2.3 Ensure that all safeguarding policies, procedures and risk assessments are up to date and fit for purpose having regard for adverse events / incidents that may have occurred.

2.4 Ensure that all staff and volunteers have completed relevant safeguarding training and that the training remains fit for purpose having regard for adverse events / incidents that may have occurred.

3. Membership

3.1 Registered/Service Manager (Chair)

3.2 Others as applicable

4. Business Arrangements and Accountability

4.1 The Safeguarding group will meet as a minimum three times per year, this may be as a specific safeguarding meeting or may be as part of a general management meeting / health and safety meeting etc

4.2 Absences should be notified to the chair in advance and a delegate should be nominated to attend.

4.3 The Lead Officer for the group will be the Registered/Service Manager.

4.4 Attendees are charged with creating effective action plans where appropriate and ensuring that action plans are carried out.

4.5 Minutes of service safeguarding meetings should be shared with the RNIB group safeguarding and compliance manager to allow analysis of minutes to determine if there are any lessons to be learnt across the organisation / best practice shared, with due regard to confidentiality.

Appendix 3

Agency worker requirements

RNIB is committed to protecting people who use our services. All agency suppliers must provide evidence of the following to ensure that we are able to fulfil this aim:

- That robust procedures have been followed including an interview and eligibility to work in the UK, reference checks, full employment history, DBS/AccessNI / PVG registration have been undertaken and that in their opinion the person is suitable to carry out work with children and/or adults at risk
- The declaration must include the date the criminal record certificate was issued and the level and type of check carried out
- The declaration must also include assurances that workers have completed the relevant training required to carry out the role. In addition all workers must complete safeguarding training which meets RNIB standards.

I declare that the specified checks and training have been carried out and I am satisfied that the person named is suitable to work with children and/or adults at risk.

Date, type and level of criminal record check:

Organisation:

Name (Printed):

Signature:

I declare that I have provided all the information listed above in relation to recruitment and have completed all specified training and feel competent to carry out the duties required by RNIB.

Name (Printed):

Signature:

Appendix 4

Regulated Activity/Work – Definitions

1. Vulnerable adults

1.1. Adults are no longer defined as vulnerable because of age or disability. It is now the service that adults need that lead people to being defined as vulnerable at a particular point in time in England,

Wales and Northern Ireland. In Scotland the term protected adult is used but the principle is the same.

1.2. This means that the focus is on the activity or service required by the adult rather than for example age or disability.

2. Regulated Activity, adults (England, NI, Wales)

2.1. There are six categories within the definition of regulated activity which in general relate to those activities provided to people because of the person's age, illness or disability:

- Providing health care
- Providing personal care
- Providing social work
- Assistance with general household matters
- Assistance in the conduct of a person's own affairs
- Conveying

Examples of regulated activity:

- A volunteer who collects shopping lists and the cash to pay for the shopping from people who may be vulnerable but living in their own homes and then who does the shopping on their behalf
- Provision of rehabilitation services following sight loss which involves training, instructing or the provision of advice or guidance which relates to eating, drinking, going to the toilet, washing, bathing, dressing, oral care, care of the skin, hair or nails. For example, teaching a person to use adapted cutlery.
- A volunteer transports an adult to and from a GP appointment and this service is provided by a service within RNIB.

2.2. Regulated activity relating to adults in Northern Ireland and Wales also includes a number of office holders that are no longer in regulated activity in England such as commissioners and certain inspection functions.

3. Regulated work, adults – Scotland

3.1. Scotland uses the term regulated work rather than regulated activity.

3.2. Adults are classified as protected adults if they are in receipt of any one of the following four services:

- Registered care services
- Health services
- Community care services
- Welfare services

3.3. The welfare service category, in particular, is very wide and includes any service which provides support, assistance, advice or counselling to individuals with particular needs, meeting the following conditions. The service must be a service that:

- Is provided in the course of work to one or more persons aged 16 or over
- Is delivered on behalf of an organisation
- Requires training to be undertaken by the person delivering the service
- Has a frequency and formality attached to the service and either requires a contract to be agreed between the service provider and the recipient of the service prior to the service being carried out or is personalised to an individual adults needs

4. Regulated Activity, Children – England, NI, Wales

4.1. Work with children is classified as regulated activity in England, Wales and NI if it is one of the following:

- Activity of a specified nature
- Activity within a specified establishment
- Healthcare of a child
- Personal care of a child
- Moderating an online forum for children
- Driving a vehicle for conveying children
- Early years or later years childminding

4.2. Regulated activity relating to children in Northern Ireland and Wales also includes a number of office holders that are no longer in regulated activity in England such as commissioners and certain inspection functions.

4.3. Activities of a specified nature are:

- Unsupervised, teaching, training, instruction, care or supervision of children if carried out by the same person frequently or overnight
- Advice or guidance (except legal advice) provided wholly or mainly for children which relates to their physical, emotional or educational well-being if carried out by the same person frequently or overnight

5. Regulated Work, children – Scotland

5.1. Work with children is classified as regulated work in Scotland if it is one of the following:

- A position whose normal duties include carrying out particular activities
- A position whose normal duties include work in particular establishments
- Particular positions of trust or responsibility
- A position whose normal duties include the day to day supervision or management of an individual doing regulated work with children by virtue of the activities the individual carries out or work the individual does in establishments

5.2. Activities

- Teaching, instructing, training, care or supervising children
- Being in sole charge of children
- Unsupervised contact with children under arrangements made by a responsible person
- Providing advice or guidance to a child or to particular children which relates to physical or emotional well-being, education or training
- Moderating a public electronic interactive communications service which is intended for use wholly or mainly by children
- Providing or working for an organisation which provides a care home service which is provided exclusively or mainly for children
- Providing or working for an organisation which provides and independent health care service which is provided exclusively or mainly for children

- Work on any part of day care premises at times when children are being looked after in that part