

# Certificate

Organisation Name:

**Exquisite Concept Limited**

Reference number:

**ZA911939**

Tier:

**Tier 1**

Start date:

**23 February 2021**

End date:

**22 February 2022**

**Data Protection Officer**



# Safeguarding Children & Vulnerable Adults Policy

Version: 2

Reference: POL001

Date: 11/03/2021

Review Date: 10/03/2022

## Scope

This policy is in place to provide clear direction to staff and others about expected behaviour in dealing with Safeguarding issues and to ensure that Safeguarding concerns and referrals are handled sensitively, professionally and in ways that support the needs of the young person, child, or vulnerable adult's wellbeing.

Exquisite Concept Limited fully recognises its responsibilities in the safeguarding of any person(s) and Children/young people/ vulnerable adults with whom it may come into contact with.

This policy works in alignment with the Exquisite Concept Limited 'Safer Recruitment' Policy, which is in place to highlight the key processes in the recruitment of competent and knowledgeable staff members with extensive background checks, inclusive of the completion of a thorough DBS check and the collation of reliable references with previous employers and/or experienced professionals i.e. tutors/ teachers etc, who have been in contact with the applicant. Please see the 'Safer Recruitment' policy for further details.

## Key Legislation

Key legislation in which Exquisite Concept Limited work in alignment with are:

- Children/young people/ vulnerable adults Act 1989 and Children/young people/ vulnerable adults Act 2004
- Framework for the Assessment of Children/young people/ vulnerable adults and Families
- Working Together to Safeguard Children/young people/ vulnerable adults (DCSF) 2015
- General Data Protection Regulations (GDPR) 2018
- Sexual Offences Act 2003
- Safeguarding Vulnerable Groups Act 2006
- Freedom of Information Act 2000

## Staff Responsibilities

It is the responsibility of all staff within Exquisite Concept Limited to safeguard Children/young people/ vulnerable adults, young people, and vulnerable adults with whom we come into contact.

Responsibilities include:

- Dealing with reports of abuse against Children/young people/ vulnerable adults, young people and/or vulnerable adults
- Dealing with complaints against staff, volunteers and/ or relief staff
- Keeping management fully informed of any safeguarding issues that may arise
- Ensuring that all staff, volunteers, and relief staff are fully trained in safeguarding and any other relevant courses, and receive the appropriate refresher training
- Ensuring that new staff, volunteers, and relief staff are fully inducted in safeguarding issues as a part of their induction programme



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- Working with external parties when required such as general practitioners, social services, or the police

## Vulnerable Adults

A vulnerable adult, or an adult at risk, is a person over the age of 18 who is unable to take care of themselves. It can also refer to one who is unable to protect themselves against significant harm or exploitation. It is important to note that this does not necessarily mean that the adult lacks competency. To be classed as vulnerable, the adult's circumstances must be unable to be altered or improved by the adult's own individual actions without direct assistance.

Safeguarding vulnerable adults involves reducing or preventing the risk of significant harm from neglect or abuse, while also supporting people to maintain control of their own lives. This does not only refer to adults who lack capacity.

Harm is defined within the Act, as all harmful conduct and/or: behaviour that causes physical or psychological harm for example harassment and intimidation, causing fear, alarm, or distress.

## Definition of Abuse

Abuse is defined as any action that intentionally harms or injures another person. Someone who purposefully harms another in any way is committing abuse. There are many kinds of abuse encountered by Children/young people/ vulnerable adults and adults, including the following:

### Emotional Abuse

Emotional abuse, also known as psychological abuse, is a form of abuse, characterised by a person subjecting or exposing another person to behaviour that may result in emotional/psychological trauma, including anxiety, chronic depression, or post-traumatic stress disorder.

### Sexual Abuse

Sexual abuse, also referred to as molestation, is usually undesired sexual behaviour by one person upon another. It is often perpetrated using force or by taking advantage of another. Sexual abuse can be performed by one child to another.

There are two different types of child sexual abuse. These are called contact abuse and non-contact abuse.

**Contact abuse** involves touching activities where an abuser makes physical contact with a child, including penetration. It includes:

- Sexual touching of any part of the body whether the child's wearing clothes or not
- Rape or penetration by putting an object or body part inside a child's mouth, vagina, or anus
- Forcing or encouraging a child to take part in sexual activity
- Making a child take their clothes off, touch someone else's genitals or masturbate.

**Non-contact abuse** involves non-touching activities, such as grooming, exploitation, persuading Children/young people/ vulnerable adults to perform sexual acts over the internet and flashing. It includes:

- Encouraging a child to watch or hear sexual acts
- Not taking proper measures to prevent a child being exposed to sexual activities by others
- Meeting a child following sexual grooming with the intent of abusing them
- Online abuse including making, viewing, or distributing child abuse images
- Allowing someone else to make, view or distribute child abuse images
- Showing pornography to a child
- Sexually exploiting a child for money, power, or status (child exploitation).

## Physical Abuse

Physical abuse is deliberate hurting another, causing injury such as bruises, broken bones, burns or cuts. Physical abuse is not accidental, those who suffer physical abuse may be subject to violence such as being hit, kicked, poisoned, burned, slapped, or having objects thrown at them. Shaking or hitting babies can cause non-accidental health injuries. Sometimes parents or carers will make up or cause symptoms of illness in their child, perhaps giving them medication, they do not need and making the child unwell, this is known as fabricated or induced illness.

## Neglect

Neglect is the ongoing failure to meet a child's or vulnerable adults basic needs and is the most common form of child abuse. A child may be left hungry, dirty, without adequate clothing, shelter, supervision, medical or health care. They may be put in danger or not protected from physical or emotional harm. They may not get the love, care, and attention they need from their parents. A child who is neglected will often suffer from other forms of abuse too. Neglect is dangerous and can cause serious, long-term damage, sometimes even death.

## Signs and Symptoms of Emotional Abuse

It can be difficult to identify when a child is being emotionally abused as there may not be any obvious physical signs in a child's actions or emotions. Changes in emotions are a normal part of growing up,

so it can be really difficult to tell if a child is being emotionally abused, however some signs still become apparent. For babies and pre-school children, it may be the following;

- Being overly affectionate towards strangers or people they have not known for very long
- Lack of confidence or become wary or anxious
- Not appear to have close relationships with their parent i.e. when being taken to or collected from nursery
- Being aggressive or nasty towards other children or animals

Older Children/young people/ vulnerable adults may;

- Use language, act in a way, or know about things that you would not expect them to know for their age
- Struggle to control strong emotions or have extreme outbursts
- Seem isolated from their parents
- Lack social skills or have few, if any, friends

## Signs and Symptoms of Sexual Abuse

Children/young people/ vulnerable adults who are being sexually abused may do some of the following;

- They may stay away from certain people
- They may avoid being alone with people, such as family members or friends
- They may seem frightened of a person or be reluctant to socialise with them
- They may show behaviours that are inappropriate for their age
- They may become sexually active at a young age
- They may be promiscuous
- They may use sexual language or know information that you wouldn't expect them to

There may also be physical signs that a child is being sexually abused and may include the following;

- Anal or vaginal soreness
- An unusual discharge
- Sexually transmitted infection (STI)
- Pregnancy
- Bruises and/or bite marks

## Signs and Symptoms of Physical Abuse

All children have accidents, trips, and falls, and therefore bumps and bruises, however this does not necessarily mean that a child is being physically abused, there isn't one sign or symptom to look out

for that will indicate that a child is definitely being physically abused, however, if a child often has injuries or there seems to be a pattern, or the explanations doesn't seem to match the injury, this should then be investigated.

Some indicators that a person is being physically abused may be as follows;

- **Bruises**
  - Commonly on the head but also on the ear, neck, or soft areas i.e. the abdomen, back or buttocks
  - Defensive wounds commonly on the forearm, upper arm, back of the legs, hands, or feet
  - Clusters of bruises on the upper arm, outside of the thigh or on the body
  - Bruises with dots of blood under the skin
  - A bruised scalp and swollen eyes from hair being violently pulled
  - Bruises in the shape of a hand or object
- **Burns of Scalds**
  - From hot liquids, hot objects, flames, chemicals, or electricity
  - On the hands, back, shoulders or buttocks, scalds may be on lower limbs, both arms and/or both legs
  - A clear edge to the burn of scald
  - Sometimes in the shape of an implement i.e. cigarette burn
  - Multiple burns or scalds
- Bite marks
- Fractures or broken bones
- Scarring
- Effects of poisoning i.e. vomiting or drowsiness
- Respiratory problems

## Signs and Symptoms of Neglect

Neglect can have serious and long-lasting effects. It can be anything from leaving a child at home alone to the very worst cases where a child dies from malnutrition or being denied the care they need. In some cases, it can cause permanent disabilities.

Having one of the signs or symptoms of neglect does not necessarily mean that a child is being neglected, however if you notice multiple or persistent signs, it could indicate that there is a serious problem.

The signs and symptoms to be aware of are as follows;

- **Poor appearance and hygiene**
  - Being dirty or smelly

- Having unwashed clothes
- Having inadequate clothing, i.e. not having weather appropriate clothing
- Seeming hungry, or going to school without breakfast or lunch money
- Infants with frequent or untreated nappy rash
- **Health and development problems**
  - Untreated injuries, medical and dental issues
  - Repeated accidental injuries caused by lack of supervision
  - Recurring illness or infections
  - Not being given appropriate medication
  - Missed medical appointments such as vaccinations
  - Poor muscle tone or prominent joints
  - Skins sores, rashes, flea bites, scabies, or ringworm
  - Thin or swollen tummy
  - Anaemia
  - Tiredness
  - Faltering weight or growth and not reaching developmental milestones (failure to thrive)
  - Poor language, communication, or social skills
- **Housing and family issues**
  - Living in an unsuitable home environment
  - Being left alone for a long time
  - Taking on the role for carer for other family members

## Domestic Abuse

Domestic abuse is any type of controlling, bullying, threatening or violent behaviour between people in a relationship. However, it isn't just physical violence, domestic abuse can include emotional, physical, sexual, financial or psychological abuse.

Abusive behaviour can occur in any relationship and can continue even after the relationship has ended. Both men and women can be abusers or abused.

Domestic abuse can seriously harm Children/young people/ vulnerable adults and young people, witnessing domestic abuse is child abuse, teenagers can experience domestic abuse in their own relationships.

Identifying domestic abuse can be very difficult as the abuse is happening at home, abusers can act very differently when other people are around.

Children/young people/ vulnerable adults who witness domestic abuse may act in the following ways;

- They may become aggressive

- Display anti-social behaviour
- Suffer from depression or anxiety
- Not do well at school – due to difficulties at home etc

## Female Genital Mutilation (FGM)

Female genital mutilation (FGM) is a procedure where the female genital are deliberately cut, injured or changed, but there's no medical reason for this to be done. It is also known as female circumcision or cutting, and by other terms such as sunna, gudniin, halalays, tahur, megrez and khitan and many others.

Female genital mutilation is usually carried out on young girls between infancy and the age of fifteen, most commonly before puberty starts. Female genital mutilation is illegal in the UK and it is child abuse. It is a very painful procedure and can seriously harm the health of women and girls, it can also cause long-term problems with sex, childbirth, and mental health.

### What Exquisite Concept Limited will do if they suspect FGM:

1. If it becomes apparent that someone is in immediate danger, we will contact the police immediately by calling **999**
2. If an employee becomes concerned that someone may be at risk of FGM, we will contact the **NSPCC** helpline on **0800 028 3550** or [fgmhelp@nspcc.org.uk](mailto:fgmhelp@nspcc.org.uk)
3. If an employee knows of someone who has been a victim or FGM or them themselves are a victim of FGM they can get help from a specialist NHS gynaecologist or FGM service, i.e. ask a GP, their/your midwife, or any other healthcare professional.

This information has been obtained from the NSPCC website, where further information can be sought.

## Whistle Blowing

Whistleblowing is the term used when a worker passes on information concerning wrongdoing. Exquisite Concept Limited strongly encourage its staff to “blow the whistle” should they witness any actions they deem to be wrong or inappropriate.

Whistle-blowers are protected in the UK under the Public Interest Disclosure Act 1998, Exquisite Concept Limited work in alignment with this.

## Records and Monitoring

Well-kept records are essential in good safeguarding practice. Exquisite Concept Limited recognises the importance and the need to record any concerns held about a child, young person, or vulnerable





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adult within its care and understand that sensitive information must be kept securely and only shared with those on a “need-to-know” basis.

## Appropriate Relationships

We ensure that all staff, volunteers, and relief staff are aware of the need to maintain appropriate and professional boundaries in their relationships with the Children/young people/ vulnerable adults, young people, and vulnerable adults with which they come into contact.

We also understand that abuse is not only conducted by adults but also by other Children/young people/ vulnerable adults. We understand that those who have been abused may in turn abuse others, this requires a considered and sensitive approach to ensure that the child, young person, or adult receives the appropriate help and support.

## CONTACT DETAILS

Where a member of Exquisite Concept Limited group suspects as form of abuse as mentioned within this policy, they are to ensure to contact the designated person or nominated deputy of the numbers in the beginning of this policy. During an emergency, the emergency services must be contacted on **999**.

Other professionals may be contacted via the contact details below:

Organisation	Phone Number	Online
<b>Refuge (for women and Children/young people/ vulnerable adults against domestic violence)</b>	National Domestic Abuse helpline: <b>0808 2000 247</b>	<a href="https://www.nationaldahelpline.org.uk">https://www.nationaldahelpline.org.uk</a>
<b>Women’s Aid</b>	National Domestic Abuse Helpline: <b>0808 2000 247</b>	<a href="https://www.womensaid.org.uk/information-support/">https://www.womensaid.org.uk/information-support/</a>
<b>The Men’s Advice Line – for male Domestic Abuse</b>	<b>0808 801 0327</b>	<a href="https://mensadvice.org.uk">https://mensadvice.org.uk</a>
<b>National LGBT+ Domestic Abuse Helpline</b>	<b>0800 999 5428</b>	<a href="https://www.nationaldahelpline.org.uk">https://www.nationaldahelpline.org.uk</a>
<b>Samaritans (24/7 service)</b>	<b>116 123</b>	<a href="https://www.samaritans.org">https://www.samaritans.org</a>
<b>NSPCC</b>	<b><u>0808 800 5000</u></b>	<a href="https://www.nspcc.org.uk">https://www.nspcc.org.uk</a> <a href="mailto:help@nspcc.org.uk">help@nspcc.org.uk</a>



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**NSPCC's Female Genital  
Mutilation (FGM) helpline**

**0800 028 3550**

[fgmhelp@nspcc.org.uk](mailto:fgmhelp@nspcc.org.uk)

**Reviewed By: Ayorinde Oluleye**

	<b>Safer Recruitment Policy</b>			
	Version: 2	Reference: POL002	Date: 02/03/2021	Review Date: 01/03/2022

## Scope

This policy is in place to help to deter, reject or identify people who may be potentially dangerous or abusive towards the children, young people, or vulnerable adults in which we support at Exquisite Concept Limited, or are unsuited in working within the organisation.

## Safer Recruitment

Safer recruitment is an important aspect of protecting and keeping children, young people, and vulnerable adults safe. It applies to all employees and volunteers who have contact with, and have access to children, young people, and vulnerable adults. They are also people who may be seen as safe and trustworthy.

The following actions are an integral part in the safer recruitment process, by which the organisation ensures to complete and review upon the employment of new staff members:

- Detailed application forms
- Robust interview process to ascertain skills and knowledge
- Strong reference checks
- A thorough induction process
- Verification of qualifications and experience
- Risk assessments

## Advertisement & Application Forms

Exquisite Concepts will advertise job vacancies through government recognised websites. Potential candidates are required to fully complete our application form, once this is complete Exquisite Concept Limited will thoroughly review the application whereby upon completion the management team will then make the decision to invite the applicant for an interview. The application form includes a declaration of conviction which must be completed to qualify for the interview process. It is also a requirement that the potential candidate be willing to have a DBS check completed before their employment can be confirmed.

## Interviews

During the interview, the management team will enquire as to the skills and knowledge of the applicant, inclusive of safeguarding, equality and diversity and other relevant industry-based qualifications. We ensure to perform robust interviews in order to gain a better understanding of the applicant and their skillset. Successful applicants will be required to have a full DBS check.

After the interview process, Exquisite Concept Limited will select the most qualified and competent candidate. A compliance check will then be completed on the successful candidate, with good results the applicant will be employed with a six-month probationary period.



## Safer Recruitment Policy

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### Disclosure and Barring Service (DBS)

The Disclosure and Barring Service (DBS) helps employers to make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, including children. The DBS decides whether it is suitable for a person to be placed on or removed from a barred list.

All staff prior to the commencement of their role within Exquisite Concept Limited are required to complete a DBS check, this is inclusive volunteers and relief staff. Should a DBS check come back with any issues that means an applicant or new staff member is unsuitable to work within the organisation, Exquisite Concept Limited will terminate their involvement with the applicant for the safety and wellbeing of its clients.

### Reference Checks

We ensure that all staff, volunteers, and relief staff have detailed reference checks before the commencement of their role within the organisation. A reference check can be provided in writing by the applicant from a previous employer or professional such as a teacher or tutor.

In addition, the management team will also contact the applicant referees via a telephone interview to ascertain the credentials, work ethic and experience of the applicant. We request a minimum of two reference checks.

### Training and Qualifications

Applicants must provide appropriate proof of the training, qualifications, and experience that they have acquired through the evidence of certificates. All staff will have the opportunity to further their training and gain further qualifications for their own professional development.

### Induction Training

All new staff members, volunteers and relief staff will receive induction training in order to familiarise themselves with the organisation and its daily processes. All staff members will have a "buddy" to shadow during their first shifts. New staff members, volunteers and relief staff will not be permitted access to the children, young people and vulnerable adults without a complete DBS check.

### Risk Assessments

Full risk assessments are completed within the organisation to ensure that safe recruitment is adhered to at all times. The risk assessment is reviewed on a regular basis and adapted as and when required.

Reviewed By: Ayorinde Oluleye



## Safer Recruitment Policy

Version: 2

Reference: POL002

Date: 02/03/2021

Review Date: 01/03/2022



## Health & Safety Policy

Version: 1

Reference: POL003

Date: 23/02/2021

Review Date: 22/02/2022

### Scope

Exquisite Concept Limited are committed to providing and maintaining a working environment that ensures the health and safety of our employees, clients, contractors, visitors and adopting suitable practices to ensure we minimise the risk to any 3<sup>rd</sup> parties that maybe affected by our business activities.

We want to prevent accidents and work-related ill health by making sure that health and safety considerations are at the heart of everything we do. To make this happen, we promote awareness of and encourage everyone who works for us to actively take part in and support this policy.

### Specifically, we will:

- Provide and maintain safe premises and healthy working environments and conditions
- Ensure we effectively assess risks and apply measures to control them
- Provide and maintain safe equipment and associated operating procedures/risk assessments
- Identify substances that are potentially hazardous to health and make sure arrangements are made to control the risks they pose
- Provide information, instruction, advice, training, and supervision to make sure everyone is able to carry out their work safely. These will be refreshed every so often or when anything that could affect health and safety changes significantly
- Involve and consult with employees and workers on health and safety issues and safety conditions
- Investigate accidents, incidents, and cases of work-related illness, so we can identify and put right any shortcomings in our health and safety management processes
- Implement & maintain emergency procedures such as evacuation drills in case of fire or other incidents
- Maintain effective arrangements in place to deal with injuries and reduce the effects of any incidents that could result in injury, ill health, or damage to the environment
- Make sure information on health and safety issues is shared across our organisation
- Set targets for continuous improvement in health and safety and not compromise safety for any other company objective
- Ensure resources are available to ensure good standards of health and safety are maintained
- Safety shall not be compromised for any other business objective
- Regularly audit our health and safety management systems for effectiveness, identifying where we could do things better and implementing improvement plans



## Health & Safety Policy

Version: 1

Reference: POL003

Date: 23/02/2021

Review Date: 22/02/2022

The success of this policy relies on everyone being actively involved. We all have a valuable role to play in showing that good health and safety at work is good business. The Directors shall continually monitor this policy and associated procedures, with a full policy review being conducted no more than once per annum or sooner as required (*i.e. subject to a change in work activities, location etc*).

Overall and final responsibility for health and safety is that of the Directors with day-to-day responsibility for ensuring this policy is put into practice being delegated to Ayorinde Oluleye, who has signed below:

**Reviewed By:** Ayorinde Oluleye

A handwritten signature in black ink, appearing to read "A. Oluleye".



## Equal Opportunity & Diversity Policy

Version: 1

Reference: POL004

Date: 23/02/2021

Review Date: 22/02/2022

### Scope

The Equal Opportunities and Anti-Harassment Policy outlined below (“the Policy”) applies to all job applicants’ employees and workers, including for the avoidance of doubt any temporary workers, agency workers, contract workers, volunteers (hereunder referred to as “Employee” or “Employees”) of Exquisite Concept Limited (‘The Employer’).

### Equal Opportunities Statement

Exquisite Concept Limited is committed to the equal treatment of all persons including clients, customers, suppliers, and employees. We will not discriminate on any grounds of protected characteristics as defined within the Equalities Act 2010, which cover:

- Race (including ethnicity and nationality)
- Sex
- Sexual Orientation
- Disability
- Being a transsexual person
- Pregnancy or just had a baby
- Being married or in a civil partnership
- Age
- Religion or belief

Exquisite Concept Limited opposes any form of discrimination which is based on the said attributes, be it direct or indirect.

We fully adhere to the Equalities Act 2010 which simplifies and encompasses previous equalities legislations. Exquisite Concepts operates an equal opportunities policy in the recruitment, selection, appraisal, engagement, employment, training, and promotion of all Employees. Employees are assessed on the basis of their skills, merits, and abilities.

Employees who are involved in or have responsibility for the selection and appraisal of other Employees must adhere to the terms of this Policy and to any procedures laid down by Exquisite Concept Limited from time to time.

Exquisite Concept Limited will take all reasonable steps (including but not limited to disciplinary action) to protect its Employees from Discrimination which is within the organisations control.

If an Employee is found to have discriminated against another Employee, she/he will be disciplined. Depending on the seriousness of the incident, the discriminating employee may be summarily dismissed.

**Reviewed By:** Ayorinde Oluleye



### Scope

Exquisite Concept Limited understand their obligations, under the Health and Safety at Work Act 1974, to as far as is reasonably practical, fulfil the statutory duties that are required during the ongoing Coronavirus pandemic in keeping our staff, volunteers, clients, visitors (where permitted) and subcontractors safe and well as a duty of care.

### Coronavirus (Covid-19)

Coronaviruses are a large family of viruses with some causing less severe disease, such as the common cold, and others causing more severe disease, such as Middle East respiratory syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS) coronaviruses.

According to current evidence, the Covid-19 virus is primarily transmitted between people through respiratory droplets and contact routes. Human to human contact transmission occurs extensively, and therefore appropriate preventative action must be adhered to through social distancing, regular hand washing (for at least 20 seconds with water and soap, or hand sanitiser if this is unavailable), personal protective equipment such as face masks/ shields, gloves, aprons etc and little to no contact with others where possible, and good hygiene habits such as regular cleaning of touchpoints and surface areas.

### We will ensure to:

- Maintain compliance to the requirements of the Health & Safety at Work Act and continue to work in alignment with the Government recommendations by remaining up to date via the government website: <https://www.gov.uk/coronavirus>
- Continue to provide safe and healthy working conditions to all our employees, subcontractors, clients, and visitors (where permitted depending on current guidelines) whilst making workplace amendments as needed to protect everyone from the virus
- Provide sufficient resources to monitor and support the continuing effectiveness of our occupational health, safety and welfare management system which includes COVID secure measures
- Provide sufficient information, instruction, training, and supervision to ensure ongoing compliance to COVID management and that all persons are aware of the dangers of COVID 19 and how to protect themselves
- That this H&S policy and associated management system is continually monitored, reviewed, and communicated to ensure COVID systems remain effective and are known by everyone within the organisation



## Covid-19 Policy

Version: 1


Reference: POL005

Date: 23/02/2021

Review Date: 22/02/2022

- To enhance welfare arrangements to ensure good hygiene levels are maintained at all times, inclusive of additional cleaning, providing appropriate PPE and following social distancing rules
- Arrangements are in place for the safe use and maintenance of all equipment/substances that are used by Exquisite Concept Limited employees
- Provide the means for continued consultation with all members of staff on any occupational health, safety, and welfare related matters
- Ensure an effective reporting system is in place for reporting incidents, symptoms of Covid - 19 and rectifying in a timely manner whilst operating an “open-door” policy to allow persons to speak up regarding any concerns they may have
- Implement emergencies arrangements so that everyone understands what to do in the event of a major incident including potential or confirmed cases of COVID 19

**Reviewed By:** Ayorinde Oluleye

	<b>Lone Working Policy</b>		
	Version: 1	Reference: POL006	Date: 23/02/2021

### **Scope**

This policy has been created to ensure that Exquisite Concept Limited employees have access to guidance to ensure safe working within the workplace in accordance with the Health and Safety at Work Act 1974 and the Management and Safety at Work Regulations 1999.

Exquisite Concept Limited understands that we have a duty of care towards our employees and clients and their wellbeing, we also understand the potential risks of lone working and this policy highlights the management of those risks.

### **Company Principles**

Our principles of maintaining a safe working environment is of paramount importance and is embraced by all employees within the company. Our team works hard in achieving high standards of safety for both clients and employee's wellbeing. We understand the importance of our duty of care, and this is enhanced through regular health and safety training and keeping up to date risk assessments which are reviewed regularly with amendments made as and when required.

### **Lone Working**

Lone working is not against the law and often will be safe to do so, however, the law requires that all organisations must consider the health and safety risks for employees that are working alone. It is the responsibility of the organisation to ensure that safety measures are implemented for all who come into contact with them, however, individual persons also have a personal responsibility in ensuring that their the work and actions are done so safely in alignment with the company expectations. Employees must ensure to assess their own risks in addition to cooperating with Exquisite Concept Limited in meeting legal obligations when considering health and safety management.


### **Training**

All employees receive the appropriate training prior to the commencement of their role within the organisation, this is inclusive of induction training which is of great importance in situations where limited supervision may occur. Training offers employees the knowledge into how best to deal with an unexpected situation such as an act of aggression or violence. Advanced training is available for all employees, enabling them to complete tasks to a high standard

All employees within Exquisite Concept Limited are sufficiently trained and must fully understand the risk and precautions involved with certain tasks before they are undertaken. We understand that there are some tasks that cannot be performed whilst working alone and these will always be communicated to employees. We will ensure that all employees are competent in dealing with the requirements of the job, and strongly encourage employees to seek help from others should they require it.

### **Risk Assessment**

Risk management is an integral part of our organisational processes. Risk assessments ensure that potential hazards are addressed and that operational controls aid in their prevention. Our risk

	<b>Lone Working Policy</b>		
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assessments are regularly reviewed by management and updated as required, and all employees are made aware of these to ensure that they follow the processes that are in place.

Where possible Exquisite Concept Limited will prevent the situation where a staff member will work alone, however where this may not be possible, secure control measures are implemented. In alignment with our duty of care for the safety and wellbeing of our clients and staff, we will take the necessary action to avoid any potential hazards through the following:

- Providing the correct equipment suitable to the task at hand
- Implement and review risk assessments regularly
- Communicating expectations with employees in working safely and ethically
- Ensuring that potential risks are removed where possible
- Provide appropriate training, supervision, and instruction

Exquisite Concept Limited can ascertain through experience, knowledge, and assessment of risk where it may be appropriate for at least two employees to be present. This could be for example when:

- Working with others who may behave in an unpredictable manor or in difficult situations
- Working with clients who are prone to inappropriate/ violent behaviour
- Working with clients who may suffer with a medical condition

### **Medical Conditions**

If an employee has a specific medical condition, Exquisite Concept Limited advise that medical advice should be sought out before any task is undertaken. Where necessary, a risk assessment will be created, and the necessary precautions will be put into place. Exquisite Concept Limited take into consideration that employees with a medical condition may require assistance when undertaking dangerous or potentially hazardous tasks.


Any clients with medical conditions who will require two or more employees to monitor/work with them, will have a risk assessment in place.

### **Supervision**

Supervision is a decision that should be made by management. Management need to assess the health and safety risk and consider whether the lone worker is able to handle the task alone. The decision should be made based in the risk assessment conducted, the higher the risk, the more supervision required. New employees must undergo induction training before they undergo tasks alone.

### **Communication and Monitoring**

CCTV may be implemented within the setting where appropriate whereby sufficient monitoring can take place. Communication devices where appropriate are also available to employees so that

	<b>Lone Working Policy</b>		
	Version: 1	Reference: POL006	Date: 23/02/2021

communication is possible should assistance be required, as well as to keep in touch with the Exquisite Concept Limited team.

Lone workers may be regularly monitored by the management team to ensure that communications and safety processes are upheld, this may be through periodic visits and observations, telephone updates and emails, security systems and staff handovers.

**Illness or Emergency**

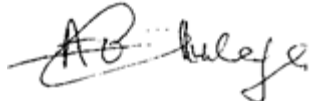
Employers are issued with emergency contacts and are made aware of emergency procedures before the commencement of their job roles. Exquisite Concept Limited ensures that the setting is fully equipped with a well maintained first aid kit, and that they are sufficiently trained in first aid.

Staff are advised to call for help in the event of an emergency, the first port of call being the emergency services on 999. When possible, the management team must be contacted and informed of the situation, but only when safe to do so. If there are more than one staff member, management may be contacted earlier to assist or arrange appropriate support, i.e. to ensure client and employee safety and that the setting is appropriately covered should this be necessary/ possible to do so.

**Challenging Situations**

All employees within Exquisite Concept Limited are aware of the code of conduct, and fully understand the importance of remaining professional when facing a situation that may be specifically challenging, should this be violence or inappropriate behaviours. It is the responsibility of senior management to decipher whether a lone worker should be accompanied by a colleague.

All employees are strongly encouraged to call for assistance, or for the emergency services should they feel at any time threatened or unsafe. Exquisite Concept Limited does not tolerate any challenging, discriminative, or violent behaviour towards their employees or conducted by employees or lone workers.

<b>Reviewed By:</b> Ayorinde Oluleye	
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# Violence, Harassment & Anti-Bullying Policy

Version: 1

Reference: POL007

Date: 23/02/2021

Review Date: 22/02/2022

## Scope

Exquisite Concept Limited is committed to promoting equality, diversity and an inclusive and supportive environment for all employees and affirms the rights of individuals to be treated fairly and with respect.

Sexual, racial, and other forms of personal harassment, bullying and violence can seriously harm working and social conditions for all staff. Any incidents of harassment will be regarded extremely seriously and can be grounds for disciplinary action which may include dismissal.

We will take action to stop any harassment, bullying or violence from taking place. We will offer all employees support and guidance to help them take action to stop the afore mentioned or management may act on their behalf.

In serious cases, it may involve a formal investigation through the disciplinary procedures, however, in the majority of cases a resolution will be sought by less formal routes. Any action taken will be agreed with the complainant, and those involved will be kept informed throughout the process. A timescale will also be agreed which will consider the need to resolve the situation as soon as possible, whilst considering the circumstances.

## What is Harassment?

Personal harassment takes many forms. It is any behaviour which is unacceptable to the recipient and which creates an intimidating, hostile or offensive environment. Any behaviour which shows lack of respect and which creates an atmosphere in which people feel uncomfortable and unwelcome can constitute harassment. Differences of attitude and culture or misinterpretation of social signals can mean that what is perceived as harassment by one person may not seem so to another.

Exquisite Concept Limited will not tolerate any forms of harassment from any staff member, client or others associated with the organisation. This policy applies equally to harassment occurring between people of the same gender, of women by men or of men by women.

## Sexual Harassment

This could be:

- Any behaviour which patronises, intimidates, or offends, e.g. Remarks, looks, jokes or offensive language
- Any behaviour which makes people feel viewed as sexual objects and which causes offence, even if unintended
- Provocative suggestions, propositioning people
- The display of pornographic, semi-pornographic or suggestive material, electronic or paper based
- Deliberate, potentially objectionable physical contact to which the person has not consented or had the opportunity to object to
- Threats of failure, or promises of success or other rewards in exchange for sexual favours

## Racial Harassment

This could be:

- Any behaviour which causes discomfort, intimidates, or offends or which incites others to do so, i.e. derogatory names, insults, racist jokes or ridiculing cultural difference
- The display or circulation of offensive material, including racist graffiti, electronic mail or information published through the internet
- Verbal abuse and threats of physical attack

## Personal Harassment

This could be:

- Behaviour which makes direct or indirect reference to disability or impairment - and thus causes discomfort, patronises, insults, or offends people with a physical, sensory, or mental disability
- Behaviour which makes direct or indirect reference to religion or culture thereby causing discomfort or offence
- Repeated gibes in reference to personal traits, appearance or sexual orientation invasion of privacy or practical jokes causing physical or psychological distress
- Pressure to become involved in anti-social or criminal behaviour
- Messages to or about a person, including electronic mail, that are offensive, insulting or cause discomfort

## Bullying

Bullying is the misuse of power or position to persistently criticise and condemn; to openly humiliate and undermine an individual's ability until this person becomes so fearful that their confidence crumbles and they lose belief in themselves. These attacks on the individual are normally sudden, irrational, unpredictable, and usually unfair. Exquisite Concept Limited will not tolerate any bullying from any staff member, client or others associated with the organisation.

Bullying could include:

- Verbal and/or physical intimidation - threats, shouting, derisory remarks, often in front of others
- Ostracism, or conversely, excessive supervision
- Undermining of the individual's position by changing work objectives/guidelines without consultation, taking credit for the target's work, deriding the target's work to supervisors, etc
- Removing areas of responsibility and giving people menial or trivial tasks to do instead
- Withholding information
- Spreading malicious rumours
- Persistent criticism
- Messages, including electronic mail, that are threatening, derisory or defamatory



# Violence, Harassment & Anti-Bullying Policy

Version: 1

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## Violence at Work

Exquisite Concept Limited will not tolerate any acts of violence from any staff member, client or others associated with the organisation. Violence will be reported to the police and dealt with as a matter of law. Any staff member who has committed an act of violence will be dealt with accordingly with possible dismissal. We do not tolerate any act of violence from clients towards our staff members or towards another client and will result in the termination of contracts.

## ACTIONS

If any member of staff feels they are being bullied or harassed or victim to violence in any way, they should:

- If at all possible, make it clear to the person causing offence that such behaviour is unacceptable to you
- If you feel unable to confront the person directly, or if talking to them has no effect seek a confidential interview with a manager or director
- The manager will take the appropriate action in dealing with this matter, ensuring to act with great sensitivity and professionalism
- Should an act of violence have occurred, the staff member has the right to call for police assistance, the management team will take the appropriate action regarding the offending employee or client

Reviewed By: Ayorinde Oluleye