

North East Chamber of Commerce

“Putting People First”

Policy Statement

NECC has a duty of care to safeguard from harm all vulnerable adults and young people under the Putting People First Policy. We will ensure the safety and protection of all adults and young people involved in NECC through adherence to the following Putting People First Guidelines adopted by NECC.

In simple terms, we need to ensure we work effectively together to protect vulnerable adults and young people involved with NECC.

This policy is divided into nine sections:

1. Recruitment and selection of staff
2. Code of Practice
3. How to respond appropriately
4. Guidelines for reporting
5. Recording
6. Duties of the designated 'Putting People First' - Protection Person
7. Designated Protection Person and signature
8. Definitions of abuse
9. Directory of agencies who can help

1. Recruitment and Selection of Staff

All prospective staff, recruited to work with learners, will complete an application form which asks for information about the applicant's past, a self-disclosure about any criminal record and an agreement to be checked by the Criminal Records Bureau (CRB). The CRB check will be completed during the probationary period.

Two references will be requested, either from their previous employer or from someone known to them personally, but not a relative.

Evidence of identity will be required such as a passport or a driving licence with a photograph.

2. Code of Practice

These are guidelines for staff working with all learners:

- Always work in an open environment avoiding private or unobserved situations and encouraging open communication.
- Treat everyone as individuals with equal concern, respecting their background and culture.
- Always put the welfare of each person first.
- Maintain a safe and appropriate distance from each person, including no physical contact without the person's permission, whilst maintaining supervision.
- Do not take a learner alone in a car on journeys, however short. If this is unavoidable, ensure you tell someone else where you are going, what you are doing and why.

- Do not speak inappropriately to a learner *i.e.* do not use bad language or sexually suggestive language.

Confidentiality and information sharing

- Colleagues will ensure confidentiality protocols are adhered to and information is shared appropriately. If in any doubt about confidentiality, colleagues will seek advice from their regional manager or a member of HR, as required.
- The regional manager or designated Protection Person will disclose any information about an adult or young person to other members of staff on a need to know basis only.
- All colleagues must be aware that information an adult or young person discloses regarding abuse of themselves or another person must be shared as appropriate, and cannot be kept secret.
- Information will be shared on a *need to know* basis – taking account of the best interests of the adult or young person.
- Any exchange or disclosure of information must be in accordance with the Data Protection Act 1998 and the Human Rights Act 1998 and the Freedom of Information Act 2000.
- NECC recognise that confidentiality must be designed to safeguard the best interests of the abused person and must not be confused with protecting the management interest of an organisation.

3. How to respond appropriately

If you suspect or are told that an adult or young person is being abused:

- Stay calm.
- Listen carefully to what is said.
- Allow them to speak but be very careful not to say anything that may suggest or prompt a particular answer.
- Accept at face value what they say.
- Reassure them that you are listening carefully to them but refrain from promising to “keep a secret”. Make it clear that you may have to tell someone else who can help to sort things out.
- Reassure them that they have done the right thing in telling you.
- Tell the adult or young person what you will do next and with whom the information will be shared.
- Make a detailed written note of what was said or seen at the time. Note the date, time, any names mentioned, to whom you have given the information and ensure that the record is signed and dated.
- Pass on your concerns to one of NECC’s designated Protection Persons who will deal with the matter as in their duties listed on Page 3 of this Policy.

4. Guidelines for reporting

Remember that you are not responsible for deciding whether abuse has occurred. That is a task for the professional agencies, following a referral from NECC’s designated Protection Person.

Any concerns regarding allegations of abuse must, in the first instance, be reported to your designated Protection Person. A form will be completed as soon as possible after the event,

detailing the concern or incident. All records will be kept confidentially. The designated Protection Person will then decide whether to discuss the concern/allegation with Social Services or the police, and if appropriate, make a direct referral.

5. Recording

Allegations or suspicions of abuse should be recorded on the appropriate form (attached). A complaints sheet is available for colleagues to complete if they feel that an individual is not conforming to the policy.

If you have any concerns or suspicions that NECC's Putting People First Policy is being ignored please contact:

Designated Protection Person - Putting People First

NECC Head Office, Aykley Heads, DURHAM DH1 5TS

Telephone No: 0191 386 1133

6. Duties of the designated Protection Person

- To familiarise themselves with NECC's Putting People First Policy and ensure it is reviewed on an annual basis.
- To ensure that all colleagues are aware of NECC's Putting People First Policy and where to access the information.
- To ensure the Policy is adhered to and raise any concerns in this respect with the Director of Training and Skills Development.
- To receive any concerns about any NECC learners, adults or young people employed or on work placement with us.
- To respond to those concerns by discussing the matter with whoever has raised the concern, notifying the Director of Training and Skills Development and agreeing an appropriate response to the situation. Depending on the nature of the concern, the response may range from simply keeping a record of the concern to immediately contacting the police or local social services.
- To keep confidential records of any concerns received and the response.
- To attend any training events appropriate to the position.

7. Designated Protection Persons appointed by NECC for 2008/2009 are:

1. Name: John Millichap, Head of Training Operations
Location: NECC, Commerce House, Middlesbrough.
Telephone No: 01642 773413
2. Name: Pamela Robertson, Head of Human Resources
(for complaints/concerns involving NECC employees)
Location: NECC, Aykley Heads Business Centre, Durham.
Telephone No: 0191 374 6468

Cruse Bereavement Centre	0808 808 1677 (free) Open 9.30am to 5pm, Monday to Friday (Gives support, information and advice to people who have been affected by a death)
Kidscape	www.kidscape.org.uk (Gives practical advice on bullying and keeping safe)
National Drugs Help Line	0800 77 66 00 (free 24 hour help line) (Free confidential advice and help to anyone affected by drugs)
Alateen	020 7403 0888 Open 10am to 10pm every day (For young people aged 12-20 who have been affected by someone else's drinking)
National AIDS Help Line	0800 567 123 (free 24 hour help line) (Confidential advice and information to anyone concerned about HIV and AIDS)
Saneline	0845 767 8000 Open 12 noon to 2am every day (Provides listening, crisis support and useful information to anyone coping with mental health difficulties, including those of friends or relatives)
Brook	0800 0185 023 (free) Open 9am – 5pm Monday to Thursday Open 9am – 4pm on Fridays (Free, confidential sexual advice, contraception, pregnancy testing and counselling for young people)
Who Cares? Trust Link line	0500 564570 (free) Open 3.30pm to 6pm Monday, Wednesday, Friday (Confidential support and information to young people who are in or have left the care system)
Message Home Help Line	0800 700 740 (free 24 hour help line) (For anyone who has left home or run away to send a message to their family or carer and get confidential help and advice)
NCH	www.itsnotyourfault.org (Supports and informs young people whose parents are splitting up)

**NYAD-The Young Person's
Safety Net**

0800 616 101 (free)
Open 9.30am – 9.30pm weekdays
Open 2pm – 8pm weekends
(Gives free independent advice and information.
They can arrange for an advocate to help young
people get their wishes and feelings listened to and
to help them get their own views across)

This policy will be reviewed annually by NECC.

A handwritten signature in black ink that reads "J. Rambothan". The signature is written in a cursive style with a large, sweeping initial "J".

**Signed:
(Chief Executive)**

Date: 30th April 2009

APPENDIX A

Guidance on receiving a disclosure

RECEIVE

- React calmly, be aware of your non verbal messages.
- If you don't understand their communication method, reassure them, and find someone who can.
- Don't interrogate them, observe and listen, use active listening techniques.
- Don't stop someone who is freely recalling significant events.
- Keep responses short, simple, slow, quiet and gentle.
- Don't end the conversation abruptly.

REASSURE

- Tell them they are not to blame; and have done the right thing by telling you.
- Tell them what will happen next; be honest about what you can and can't do.
- Do not promise confidentiality; say to them, 'Some things are so important I might have to tell them to somebody else.'

REACT

- Explain what you have to do next and whom you have to tell.
- Ensure the immediate safety of you or the vulnerable adult.
- Inform the designated Protection Person for Putting People First, **immediately**.

**“Mistreatment and abuse is never acceptable
and ignoring abuse is not an option”**

RECORD OF WORRIES OR SUSPICIONS CONCERNING THE CONTRAVENTION OF:
NECC PUTTING PEOPLE FIRST POLICY

Please record the following details:

Name of Adult/ Young Person: _____

Home Address: _____

Tel No: _____

Is the person making the report expressing their own concerns or passing on those of someone else? If so record details.

What has prompted the concern – include dates/times of any specific incidents.

Are there any physical signs/behavioural signs/indirect signs?

Has anybody been alleged to be the abuser? If so record details.

Has anyone else been consulted e.g. Manager, employer or colleague? If so record details.

Signature: _____ Name: _____

Position _____ Date: _____

Follow-up action agreed/taken	By Whom	When

