The School of UX Safeguarding Policy for Adults

Version 1.0 | Last Updated: 24/07/2024

1. Introduction

Purpose: This policy is made by Pixel Takeaway Limited (UK-registered company no. 08705786, registered office at 1 Canada Sq 37th Floor, Canary Wharf, London, E14 5AA, United Kingdom). This policy aims to protect and promote the welfare of adults at risk by ensuring they are safeguarded from abuse, neglect, and exploitation.

Scope: This policy applies to all staff, volunteers, and contractors associated with Pixel Takeaway Limited.

2. Philosophy and Principles

Philosophy: At Pixel Takeaway Limited, we believe that every adult has the right to live a life free from abuse, neglect, and exploitation. We are committed to promoting an environment that respects the dignity, rights, and independence of all individuals. Our safeguarding philosophy is rooted in the belief that safeguarding is everyone's responsibility, and that the best outcomes are achieved through a multi-agency approach.

Principles: The following principles underpin our approach to safeguarding adults:

- **Empowerment:** We support individuals to make their own decisions and give informed consent. We believe in empowering adults at risk by providing information, support, and advocacy to help them understand and exercise their rights.

- **Prevention:** We are committed to preventing harm before it occurs by identifying and managing risks. We implement proactive measures, including training and awareness programs, to reduce the likelihood of abuse, neglect, and exploitation.

- **Proportionality:** We respond to safeguarding concerns in a way that is proportionate to the risk presented. We ensure that interventions are appropriate and necessary, avoiding overreaction that may disempower the individual.

- **Protection:** We are dedicated to providing support and representation for those in greatest need. We ensure that adults at risk are given the help they need to protect themselves from harm.

- **Partnership:** We recognize that safeguarding is a shared responsibility and are committed to working collaboratively with other organizations, agencies, and the community.

- **Accountability:** We ensure clear roles and responsibilities within our organization for safeguarding adults. We are committed to transparency and accountability in our safeguarding practices, ensuring that all actions are documented and reviewed.

3. Definitions

Adult at Risk: An adult who has needs for care and support, is experiencing or is at risk of abuse or neglect, and, as a result of those needs, is unable to protect themselves. We recognise that adults with care and support needs are individuals aged 18 and over who require assistance due to physical, mental, or emotional conditions. These needs arise from various factors, including age-related frailty, disability, chronic illness, mental health issues, or substance misuse.

Adults with care and support needs are often at higher risk of abuse, neglect, and exploitation. Safeguarding policies aim to protect these individuals by ensuring they receive appropriate care and support, respect their rights, and promote their independence and well-being.

Abuse: Abuse can be physical, emotional, sexual, financial, or institutional. Neglect is also a form of abuse.

Understanding these types of abuse and exploitation is essential for recognizing signs, ensuring appropriate interventions, and promoting the safety and well-being of adults with care and support needs.

4. Recognizing Abuse

Signs of Abuse:

- Unexplained injuries
- Sudden changes in behaviour or mood
- Withdrawal or isolation
- Poor living conditions
- Unusual financial activity

We identify the following **types of abuse** for adults:

1. **Physical Abuse:** Inflicting pain or injury through hitting, slapping, pushing, or misuse of medication.
2. **Domestic Violence:** Abuse between partners or family members, including physical, emotional, or sexual abuse.
3. **Sexual Abuse:** Non-consensual sexual acts, including rape, sexual assault, or forcing someone to witness sexual acts.
4. **Psychological Abuse:** Emotional harm through threats, humiliation, intimidation, or isolation.
5. **Financial or Material Abuse:** Illegally or improperly using an adult's funds, property, or resources.
6. **Modern Slavery:** Exploitation through forced labour, human trafficking, or domestic servitude.
7. **Discriminatory Abuse:** Harassment or slurs based on race, gender, age, disability, religion, or sexual orientation.

8. **Organisational Abuse:** Poor care practices within an institution, including neglect and improper use of restraint.

9. **Neglect and Acts of Omission:** Failing to meet basic needs like food, hygiene, or medical care.

10. **Self-Neglect:** When an adult neglects their own care and living conditions, endangering their health and safety.

5. Roles and Responsibilities

Designated Safeguarding Lead (DSL):

- Responsible for managing safeguarding concerns.
- Ensures staff training and policy updates.

Staff and Volunteers:

- Must report any concerns to the DSL.
- Attend safeguarding training.

6. Reporting Procedures

How to Report a Concern:

1. Record the concern with date, time, and details.
2. Report to the DSL immediately.
3. DSL to assess the concern and take appropriate action, including contacting relevant authorities.

Actions for Staff and Volunteers When Suspecting Abuse

1. Immediate Response:

- **Stay Calm and Listen:** If an adult discloses abuse, listen carefully without judgment or interruption.
- **Ensure Safety:** If the individual is in immediate danger, take steps to ensure their safety and call emergency services if necessary.

2. Reporting the Concern:

- **Record Details:** Document the details of the incident or suspicion, including dates, times, what was observed, and any conversations with the individual. Use the individual's own words as much as possible.
- **Inform the DSL:** Report the concern to the Designated Safeguarding Lead (DSL) immediately. Provide all recorded details.

3. Following Procedures:

- **Maintain Confidentiality:** Share information only with those who need to know, such as the DSL and relevant authorities.
- **Cooperate with Investigations:** Assist with any investigations by providing information and documentation as required.

7. Responding to Disclosures

- Listen carefully and stay calm.
- Do not promise confidentiality.
- Record the disclosure verbatim and report to the DSL.

Whistleblowing Arrangements

1. When Normal Reporting Lines Cannot Be Followed:

- **Alternative Contacts:** If the DSL or usual reporting line is implicated in the concern, or if the concern is not being adequately addressed, staff and volunteers should use alternative contacts. This may include senior management, trustees, or external safeguarding bodies.
- **External Agencies:** Staff and volunteers can contact external safeguarding agencies directly, such as local safeguarding authorities, regulatory bodies, or the police, if they believe the concern is not being handled appropriately within the organization.

2. Protection for Whistleblowers:

- **Non-Retaliation:** Staff and volunteers are protected from retaliation when they report concerns in good faith. The organization has a duty to support and protect whistleblowers from any negative consequences.
- **Anonymous Reporting:** If preferred, staff and volunteers can make reports anonymously, although providing contact information can assist in the investigation process.

8. Confidentiality and Information Sharing

- Information must be shared on a need-to-know basis.
- Ensure records are stored securely.

9. Training and Awareness

- Mandatory safeguarding training for all staff and volunteers.
- Updates and refreshers when necessary.

All new staff and volunteers at Pixel Takeaway Limited must complete mandatory induction training, which includes:

1. **Safeguarding Policy Overview:** Detailed review of the safeguarding policy, including definitions of abuse, reporting procedures, and legal responsibilities.

2. **Professional Boundaries:** Training on maintaining appropriate professional boundaries with service users to prevent misconduct and ensure a respectful environment.

3. **Role-Specific Guidance:** Clear instructions on specific safeguarding practices relevant to their roles and responsibilities.

4. **Ongoing Support:** Access to regular updates and refresher courses to reinforce safeguarding knowledge and professional standards.

This training ensures that all personnel are well-informed about safeguarding practices and understand how to act within their professional boundaries, reflecting best practices in their roles.

To ensure service users, their representatives, parents, and carers are aware of safeguarding procedures, Pixel Takeaway will:

1. Make this **safeguarding policy accessible on their website**.

2. In their **pre-training communication will explain how to report concerns**, including contact details for the Designated Safeguarding Lead (DSL) and alternative contacts, including Informing about whistleblowing options if concerns involve staff or volunteers.

3. **Offer assistance** to those who need help understanding the information or making a report.

This approach ensures that service users and their representatives are informed and empowered to act if they suspect abuse or neglect.

Pixel Takeaway Limited ensures effective dissemination and adherence to safeguarding policies through:

1. **Initial Training:** Providing all staff and volunteers with comprehensive safeguarding policy training during their induction.

2. **Policy Distribution:** Distributing policy documents via email and making them accessible on the organization's internal network.

3. **Regular Updates:** Conducting periodic refresher training sessions and policy briefings to keep staff informed of any changes.

4. **Acknowledgment:** Requiring staff and volunteers to sign acknowledgment forms confirming they have read and understood the policies.

5. **Compliance Monitoring:** Implementing regular audits and spot checks to assess adherence to policies and procedures.

6. **Feedback Mechanism:** Establishing a system for staff to report concerns or provide feedback on policy implementation.

These arrangements ensure that safeguarding policies are well communicated and consistently followed, enhancing overall safety and compliance.

10. Monitoring and Review

- Regularly review the policy to ensure it remains effective.
- Annual audits of safeguarding practices.

Pixel Takeaway Limited ensures safeguarding policies and procedures remain relevant and compliant with current legislation through:

1. **Annual Reviews:** Conducting annual reviews of all safeguarding policies and procedures to assess their effectiveness and alignment with current legal requirements.

2. **Legislative Updates:** Monitoring changes in safeguarding legislation and best practices to update policies promptly.

3. **Stakeholder Feedback:** Gathering feedback from staff, volunteers, and service users to identify areas for improvement and ensure policies address practical needs.

4. **Internal Audits:** Performing regular internal audits to evaluate the implementation and effectiveness of safeguarding measures.

These arrangements ensure that our safeguarding framework continuously meets legal standards and effectively protects individuals at risk.

Concerns regarding safeguarding policy reported by staff, volunteers, service users, or others will be addressed as follows:

1. **Immediate Reporting:** Concerns must be reported promptly to the Designated Safeguarding Lead (DSL) or alternative contact if the DSL is implicated.

2. **Assessment:** The DSL will assess the concern to determine the appropriate response and necessary actions.

3. **Investigation:** A thorough investigation will be conducted in line with the organization's safeguarding procedures, ensuring confidentiality and fairness.

4. **Action:** Appropriate actions will be taken based on the investigation's findings, including notifying relevant authorities if needed.

5. **Support:** Support will be provided to the individual who reported the concern and to those affected by the investigation.

6. **Review:** The concern and handling process will be reviewed to improve safeguarding practices and prevent future issues.

This process ensures that all concerns are managed transparently and effectively, maintaining the safety and well-being of individuals.

11. Contact Information

Designated Safeguarding Lead: Mr Sergei Golubev, sergei@schoolofux.com

Concerns related to safeguarding should be reported or referred to appropriate statutory bodies as follows:

1. **Immediate Danger:** If an adult is in immediate danger, contact emergency services (e.g., police or ambulance) immediately.

2. **Serious Concerns:** For serious or ongoing safeguarding concerns involving abuse, neglect, or exploitation, report to statutory bodies such as local safeguarding authorities, adult social services, or the police without delay.

3. **Failure to Act:** If internal reporting does not resolve the concern or if the Designated Safeguarding Lead (DSL) is implicated, escalate the issue to statutory bodies directly.

4. **Regulatory Requirements:** Ensure compliance with legal and regulatory requirements for reporting, which may include notifying regulatory bodies or professional associations.

Timely reporting ensures that concerns are addressed appropriately and that individuals receive the protection and support they need.

12. Safe Recruitment of Staff

Pixel Takeaway Limited ensures safe recruitment through:

1. **References:** Obtain and verify references from previous employers to assess suitability for working with vulnerable individuals.

2. **Interviews:** Implement rigorous interview processes to evaluate candidates' understanding of safeguarding and suitability for their roles.

3. **Training:** Provide safeguarding training for all new hires and temporary staff, ensuring they understand their responsibilities and the organization's policies.

4. **Agency Compliance:** Ensure that agencies provide assurances of safeguarding compliance and conduct appropriate background checks on their candidates.

These measures help ensure that all individuals recruited are fit to work in a safeguarding-sensitive environment.

13. Preventative Measures

Safeguarding adults at risk is a collective responsibility. By following this policy, we commit to creating a safe and supportive environment for all individuals. Pixel Takeaway Limited employs several preventative measures to safeguard individuals:

1. **Comprehensive Training:** Regular safeguarding training for all staff and volunteers to recognize and respond to abuse and maintain professional boundaries.

2. **Clear Policies:** Implementing and regularly updating robust safeguarding policies and procedures to guide practice and address concerns effectively.

3. **Safe Recruitment:** Rigorous recruitment processes, including DBS checks, reference verification, and ensuring agency staff meet safeguarding standards.

4. **Risk Assessments:** Conducting regular risk assessments to identify and mitigate potential safeguarding risks in all activities and environments.

5. **Promotion of Awareness:** Distributing safeguarding information to service users and their representatives to empower them to report concerns and understand their rights.

These measures collectively work to create a safe environment and proactively prevent abuse and neglect.