



**SAFEGUARDING POLICY**





**VERSION 1.3**  
**06/02/2023**

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**CONTENTS**

DOCUMENT AMENDMENT RECORD	3
REFERENCE DOCUMENTS	4
INTRODUCTION	5
SCOPE	5
COMMITMENT	5
EMPLOYEE SUITABILITY	5
CONCERNS OR ALLEGATIONS OF HARM	5
EMPLOYEE RESPONSIBILITY	6
DISCLOSURE OF INFORMATION	6
SUMMARY	7

**DOCUMENT AMENDMENT RECORD**

VERSION	DATE	AMENDMENT SUMMARY	AUTHOR	SIGNATURE
1.0	17/09/2021	Initial Release	BS	
1.1	30/11/2021	Updated reference documents	BS	
1.2	31/12/2021	Addition of vulnerable adults into policy	BS	
1.3	06/01/2023	Updated Head of Training	MB	

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**REFERENCE DOCUMENTS**

VERSION	DATE	DOCUMENT TITLE	SOURCE
v7.0	N/A	TQUK Centre Handbook	Internal File Path: [00.01]
N/A	24 February 2011	Equality Act 2010	<a href="#">Equality Act 2010</a>
N/A	15 October 2010	Apprenticeships, Skills, Children and Learning Act 2009	<a href="#">ASCLA09</a>

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## 1. INTRODUCTION

The aim of this policy is to outline the procedure by which Colena Ltd trading as, and herein referred to as heliguy™, manages the safeguarding of children, young persons and vulnerable adults. Whilst not employed with the company, they may have cause to undertake training provided by heliguy™ and as such, potential risks must be managed and a defined process for the handling of concerns.

## 2. SCOPE

This policy applies to any employee of heliguy™, as well as candidates who may, or may not be categorised as children, young adults and vulnerable adults.

## 3. COMMITMENT

Heliguy™ is committed to the protection of children, young people and vulnerable adult safety and wellbeing. We value our clients and candidates regardless of age and shall proactively protect them from any act which constitutes harm or abuse (physical, emotional, sexual abuse and neglect).

## 4. EMPLOYEE SUITABILITY

On commencement of employment, all employees must disclose any criminal conviction which is evaluated on a case-by-case basis. A DBS check may be required for those that routinely work with children, young people and vulnerable adults, however, it is not a mandatory requirement for employment.

## 5. CONCERNS OR ALLEGATIONS OF HARM

Any concerns or allegation of harm against a child, young person or vulnerable adult must be treated in confidence, factually and promptly. Disclosures can occur in a variety of ways, which includes:

1. **Direct**– making specific verbal statements about what’s happened to them;
2. **Indirect** – making ambiguous verbal statements which suggest something is wrong
3. **Behavioural** – displaying behaviour that signals something is wrong (this may or may not be deliberate)
4. **Non-verbal** – writing letters, drawing pictures or trying to communicate in other ways.

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## 5. EMPLOYEE RESPONSIBILITY

All heliguy<sup>™</sup> employees must remain vigilant to the signs and symptoms of abuse and are responsible for ensuring the appropriate action is taken when a concern or allegation of harm is identified. They should:

1. Allow them to articulate their concerns without prompting or correcting language;
2. Listen carefully to the information provided;
3. Record the details in a factual and comprehensive manner;
4. Avoid probing and inappropriate questions;
5. Make sure they know that abuse is never their fault;
6. Reassure the individual that a referral will be made;
7. Avoid telling the individual that the information will be confidential between you and them;
8. Never talk to the alleged perpetrator about the child's disclosure.

The delicate nature by which a disclosure is made could have a significant impact on the individual and subsequent proceedings, therefore, it is of vital importance to remain professional, yet empathetic.

## 6. DISCLOSURE OF INFORMATION

Any disclosure made to a heliguy<sup>™</sup> employee must be referred to an appropriate support organisation such the National Society for the Prevention of Cruelty to Children ([NSPCC](#)) helpline, [Childline](#) and/ or [hourglass](#). For disclosures made specifically regarding vulnerable adults, social services, the local authority safeguarding coordinator and the Police may be notified. The timely, comprehensive and accurate disclosure of information is of the utmost importance. It should always be a consideration factor to obtain consent to share information about a child and their family, unless doing so would put the child at risk. Information can be shared with relevant professionals under certain circumstances without consent, when justifiable. The Data Protection Act 2018 and General Data Protection Regulation (GDPR) do not affect these regulations. In doing so however, the following should be recorded:

1. What steps were taken to obtain consent;
2. Reason(s) of any party for not giving consent (if known);
3. Justification for sharing information without consent.

## 7. SUMMARY

Any employee who receives information or indication of wrongdoing in relation to a child, young person or vulnerable adult, must ensure that action is taken to protect the welfare of such individual(s). Their action or inaction has the potential to directly influence their welfare and any subsequent enquiry.

Any questions relating to the content of this document should be directed to the undersigned in the first instance.



Mark Blaney  
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