

TOTAL CARE CLEANING LTD

SAFEGUARDING POLICY (CHILDREN & VULNERABLE ADULTS)

Document Ref: TCC-HS-POL-SAF-001

Version: 1.0

Date: 03/06/2025

Approved By: Director

Applies To: All employees, subcontractors, agency staff, and visitors working on behalf of Total Care Cleaning Ltd

Review Frequency: 12 months

1. Purpose

Total Care Cleaning Ltd is committed to safeguarding and promoting the welfare of **children** and **vulnerable adults** in all environments where we provide cleaning services. This policy sets out the standards of behaviour, reporting procedures, and controls required to protect individuals from harm, abuse, neglect, or exploitation.

2. Scope

This policy applies to all workers engaged by Total Care Cleaning Ltd, including:

- Cleaning operatives
- Supervisors and team leaders
- Managers and directors
- Subcontractors and agency staff
- Anyone representing Total Care Cleaning Ltd on client premises

It applies across all sites including:

- Schools, colleges, nurseries, academies
 - Healthcare and care environments
 - Public buildings where vulnerable persons may be present
 - Any site where safeguarding obligations are contractually required
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3. Policy Statement

Total Care Cleaning Ltd will:

- Put safeguarding at the centre of how we plan and deliver cleaning services
- Act quickly and responsibly to report and respond to safeguarding concerns
- Ensure safer recruitment practices, including Enhanced DBS checks where required
- Ensure staff are aware of appropriate conduct, professional boundaries, and reporting duties
- Work with clients and relevant authorities where safeguarding concerns arise
- Maintain confidentiality and accurate documented information relating to concerns

Safeguarding is everyone's responsibility.

4. Definitions

Child

Any person under the age of 18.

Vulnerable Adult

An adult who may be unable to protect themselves from harm or exploitation due to age, illness, disability, mental health, or dependency.

Safeguarding Concern

Any observation, disclosure, behaviour, or indicator that suggests a child or vulnerable adult may be at risk of harm.

Abuse

Abuse can take many forms, including:

- Physical abuse
- Emotional/psychological abuse
- Sexual abuse
- Neglect
- Financial abuse (vulnerable adults)

- Discriminatory abuse
 - Bullying, harassment, coercion, exploitation
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5. Safeguarding Roles & Responsibilities

5.1 All Staff

All workers must:

- Follow this policy and client safeguarding rules
- Maintain professional boundaries
- Report safeguarding concerns immediately
- Never ignore a disclosure or warning sign
- Cooperate with investigations

5.2 Supervisors / Managers

Supervisors must:

- Ensure safeguarding induction is completed before deployment
- Ensure staff understand site safeguarding arrangements
- Escalate concerns without delay
- Support staff following incidents or disclosures

5.3 Safeguarding Lead (Recommended Role)

Total Care Cleaning Ltd will appoint a **Safeguarding Lead** responsible for:

- Logging safeguarding concerns
- Escalating concerns to the client safeguarding team / DSL
- Liaising with senior management
- Ensuring training compliance
- Maintaining records securely

Director: Byron Phillips

Supervisor: Jack Lambourne

6. Safer Recruitment & DBS Controls

Where required by the client and/or risk assessment, Total Care Cleaning Ltd will ensure:

- Enhanced DBS checks are completed prior to deployment
 - Right to Work checks are completed
 - Identity verification is performed
 - Employment history and references are considered where appropriate
 - No staff member is deployed to a safeguarding-sensitive site without required clearance
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7. Code of Conduct (Expected Behaviour on Site)

All staff must:

- ✓ Treat all children and vulnerable adults with dignity and respect
- ✓ Follow site rules and stay within authorised working areas
- ✓ Report anything that causes concern, even if unsure
- ✓ Wear Total Care Cleaning Ltd identification/uniform if required
- ✓ Work in a professional and appropriate manner at all times

Staff must **NOT**:

- ✗ Be alone with children or vulnerable adults unless permitted and authorised
 - ✗ Engage in personal conversations or form relationships with service users
 - ✗ Give gifts, exchange contact details, or communicate via social media
 - ✗ Take photos/videos on site without written permission
 - ✗ Use inappropriate language, jokes, or behaviour
 - ✗ Use client devices, personal data, or access systems unlawfully
 - ✗ Share safeguarding information with unauthorised people
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8. Recognising Signs of Abuse or Risk

Staff should be alert to signs including:

Children

- Unexplained injuries
- Withdrawal, distress, fear of certain adults
- Poor hygiene, inadequate clothing
- Comments suggesting harm at home or school
- Bullying or exploitation behaviours

Vulnerable Adults

- Signs of neglect or poor care
 - Fearful behaviour, distress, bruising
 - Financial concerns or unusual transactions
 - Isolation or controlling behaviour by others
 - Unsafe living or care conditions
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9. What To Do If You Have a Safeguarding Concern

Step 1 — Stay calm and listen

If someone discloses information:

- Listen carefully
- Do not ask leading questions
- Do not promise confidentiality
- Reassure them they have done the right thing

Step 2 — Report immediately

You must report the concern:

- To the **client's Designated Safeguarding Lead (DSL)** (schools)
AND/OR
- To your **Total Care Cleaning Ltd Safeguarding Lead / Supervisor**

Step 3 — Record the concern

Record:

- Date/time
- Location
- Person involved
- What was observed or said (facts only)
- Any actions taken

Step 4 — Do not investigate

Do not:

- confront alleged abusers
- gather evidence yourself
- contact parents/guardians
- discuss with other staff unnecessarily

Step 5 — Escalate urgently if immediate danger

If you believe someone is in immediate danger:

- Contact site management immediately
- Call emergency services (999) if required

10. Allegations Against Staff (Whistleblowing Safeguarding)

Any allegation or concern about a Total Care Cleaning Ltd worker must be treated seriously and reported immediately to:

- Senior management
- The client safeguarding lead
- Relevant authorities if required

Total Care Cleaning Ltd will fully cooperate with safeguarding investigations and may:

- suspend site deployment pending investigation
 - remove staff from duties as a precautionary control
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11. Confidentiality & Data Protection

Safeguarding information must be:

- stored securely
 - shared only with authorised persons
 - treated as sensitive and confidential
 - retained only as required for safeguarding/legal obligations
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12. Training & Awareness

All staff assigned to safeguarding-sensitive sites will receive:

- Safeguarding induction
 - Behaviour standards and reporting route
 - Site-specific safeguarding briefing (where required)
 - Refresher training as required by client or company schedule
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13. Monitoring, Audit & Continuous Improvement

Total Care Cleaning Ltd will monitor safeguarding compliance through:

- staff sign-off forms
- site audits and supervision checks
- internal audits of DBS and safeguarding records
- learning from incidents, near misses, and complaints

Any failures will be managed through corrective action.

14. Related Documents

- Enhanced DBS Policy (TCC-HR-POL-DBS-001)
- Staff Code of Conduct (TCC-POL-COC)
- Confidentiality & Data Protection Policy (TCC-IMS-POL-DP-001)
- Site Induction Checklist
- Nonconformity & Corrective Action Procedure V1.0

- Incident Reporting Procedure V1.0