



Safeguarding Guidelines

Statement of Purpose

1. ServAce Solutions Ltd (the Organisation, we, our or us) is committed to preventing and responding to risks of harm to and promoting the welfare of all children that we may come into contact with as part of their apprenticeship training and the services we provide to our client's. These individuals are referred to as the 'Beneficiaries' of these guidelines.
2. We recognise the importance of this commitment to safety and welfare and, further, are committed to safeguarding all Beneficiaries without discrimination due to an individual's age, disability, race, religion or belief, sex, gender reassignment, pregnancy or maternity leave status, marriage or civil partnership status, or sexual orientation.
3. This document is based on the safeguarding laws of England, Wales, and Scotland, including related guidance issued by the UK Government and relevant governmental departments, agencies, and public bodies. If this document is at any time inconsistent with this body of law, ServAce Solutions Ltd will act to meet the requirements of up-to-date safeguarding laws in priority to the requirements set out here.
4. We have implemented these Guidelines to assist Our clients to meet their obligations as an organisation working with children, however, we and Our client's acknowledge, we do not work directly with children.
5. Any questions in relation to this document should be referred to Apprentice Team Leader in the first instance, by emailing Greg@servace.co.uk or Sarah@servace.co.uk or by contacting **03448 223227**.

Scope of these Safeguarding Guidelines

6. The Guidelines explain key aspects of how we work with our clients and supplier's to use reasonable endeavours to prevent harm in relation to the Beneficiaries via our practices and our Staff Members' conduct.
7. The Guidelines cover the organisation and operation of all of our services which involve children or can be accessed by children (i.e. our Relevant Activities). These primarily include:
 - a. Providing a residential accommodation booking service linked to the Beneficiaries apprenticeship training.
 - b. Processing and reporting to our clients and suppliers any feedback provided by the Beneficiaries for both their residential accommodation and training provided by the client or relevant training provider.
 - c. Reporting issues logged on our system by the Beneficiaries or by the suppliers or clients about the Beneficiaries and ensuring that the issues are logged appropriately and resolved in line with all timeframes and agreements in place with the client's as part of their own safeguarding policies.
 - d. Giving access to our mobile phone application (the 'App') in order to log issues and provide feedback to our client's or suppliers.
 - e. Providing an out of hours telephone service for all Beneficiaries to use if required whilst in residential training.
8. The Guidelines and obligations apply to all individuals working for or acting on behalf of ServAce Solutions Ltd in the UK at all levels, including senior managers, officers, employees, consultants, trainees, homeworkers, part-time and fixed-term workers, casual workers, agency workers, volunteers, and interns (collectively 'Staff Members').
9. The Guidelines do not form part of any contract of employment or similar and ServAce Solutions Ltd may amend it at any time at our absolute discretion.



Defining Safeguarding

10. 'Safeguarding' is an umbrella term that refers to work (e.g. practices and procedures) aimed at preventing or responding to harm or risks of harm posed to vulnerable individuals, and at promoting these individuals' wider welfare. Safeguarding is particularly important for children and adults at risk. Most safeguarding legal obligations relate to the care of these groups. This document specifically deals with safeguarding children. For safeguarding purposes, children are individuals younger than 18 years old.

11. The commitments and practices contained in these Guidelines apply to the safeguarding of the Beneficiaries from harm caused by the activities and practices of ServAce Solutions Ltd and any conduct of its Staff Members.

12. We are not responsible for people and situations outside of Our control.

13. For the purposes of this Policy, a '**Safeguarding Concern**' is any conduct or situation that is known or reasonably suspected by a Staff Member that risks violating the safeguarding commitments set out above.

Key Measures that ServAce Solutions Ltd is Committed to Implementing and Maintaining to Safeguard the Beneficiaries

14. Ensuring that Staff Members are trained to, and encouraged to, report any Safeguarding Concerns that they identify. Staff Members will be encouraged to follow ServAce Solutions Ltd's safeguarding reporting procedures as closely as possible when reporting concerns (set out below under the heading '**Procedures: Reporting**').

15. Ensuring that all Staff Members listen to all safeguarding-related queries and concerns raised by other Staff Members, Beneficiaries, or relevant other parties, with respect and professionalism. Staff Members should be trained how to, and encouraged to, then assist with reporting any such concerns via ServAce Solutions Ltd's regular reporting procedures.

16. Ensuring that all reported Safeguarding Concerns are dealt with by appropriate individuals and teams and in accordance with

ServAce Solutions Ltd's relevant procedures (set out below under the heading '**Procedures: Investigation and Response**').

17. Implementing and maintaining comprehensive, accessible, fair, and efficient procedures for Staff Members to use when reporting and dealing with Safeguarding Concerns. These procedures will be made known and easily accessible to all Staff Members.

18. Appointing Apprentice Team Leader to hold responsibility for managing safeguarding policies and procedures within ServAce Solutions Ltd.

19. Ensuring that all information related to Safeguarding Concerns, including the content of reported concerns as well as the personal data of anybody involved, is handled safely and securely. This involves:

- a. Following the requirements set out by the UK's data protection laws, including The UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018.
- b. Following ServAce Solutions Ltd's data protection policies and procedures, including our Data Protection and Data Security Policy.
- c. Providing Staff Members with training on data protection and privacy, where appropriate.
- d. Ensuring Staff Members always have an identifiable point of contact for questions or concerns about data protection and privacy. This is currently Louise White, who can be contacted by emailing louise@servace.co.uk or at **03448 223227**.
- e. Only sharing information about a Safeguarding Concern as appropriate to manage the concern for the relevant Beneficiary's benefit.

20. Regularly reviewing all policies and procedures to ensure that they are up-to-date with safeguarding law and that they remain suitable for ServAce Solutions Ltd's Relevant Activities, and meeting any review and evaluation requirements specific to ServAce Solutions Ltd's industry and organisation type.



Procedures: Reporting

21. Staff Members will receive safeguarding training that should enable them to identify Safeguarding Concerns (e.g. suspected abuse, neglect, or threats to wellbeing) relevant to the Beneficiaries.

22. If a Staff Member identifies a Safeguarding Concern, to report it they should:

- a. Report to Apprentice Team Leader and client.
- b. Ensure ServAce system is up to date and all information logged as a P1 issue on the ServAce System.
- c. Support Apprentice Team Leader to ensure clients are alerted to and informed of the situation.

23. If a Staff Member feels unable to follow the above steps, they should report their Safeguarding Concern in a reasonable alternative manner. This may be the case if, for example:

- a. Following the above procedure would require disclosing the concern to somebody who is implicated in the Safeguarding Concern or who the Staff Member is otherwise uncomfortable contacting about this concern, or
- b. The matter is time sensitive and involves a risk of serious harm to somebody, in which case contacting an external agency (e.g. the police, the ambulance service, or a mental health crisis line) or a more senior member of ServAce Solutions Ltd's staff first may be more appropriate.

Procedures: Investigation and Response

24. Reported Safeguarding Concerns will be dealt with promptly by appropriate individuals within ServAce Solutions Ltd, in accordance with our safeguarding response procedures as identified in the Service Level Agreement between the client and hotel and safeguarding laws.

25. If a Staff Member is found to be in breach of this Safeguarding Guideline document, or safeguarding law in general, they will be treated fairly and in line with ServAce Solutions Ltd's Disciplinary Policy and/or Disciplinary Procedure.

Contact

If you have any questions please contact us:
0344 822 3227
info@servace.co.uk