Mannings Facilities Management Ltd
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Section heading	Section content
1. Introduction	Mannings Facilities Management Ltd (MFM Ltd) makes a positive contribution to a strong and safe community and recognises the right of every individual to stay safe. MFM staff come into contact with children and / or vulnerable adults through the following activities: Planned and reactive maintenance of Heating and Cooling Plant, Electrical work and new installation / replacement of equipment within schools, care homes, hospitals, local authority sites and places of public assembly (including, but limited to Shopping Centers, Sports Centers and Theatres). The types of contact with children and / or vulnerable adults will be controlled. All instances will be detailed in accompanying Risk Assessments and Method Statements should the task at hand be in the proximity of children / vulnerable adults. This policy seeks to ensure that MFM Ltd undertakes its responsibilities with regard to protection of children and / or vulnerable adults and will respond to concerns appropriately. The policy establishes a framework to support paid and unpaid staff in their practices and clarifies the organisation's expectations.
2. Confirmation of reading	I confirm that I have been made fully aware of, and understand the contents of, the Safeguarding Policy and Procedures for Mannings Facilities Management Ltd. Please complete the details below and return this completed form to Mark Walford (NEBOSH), Health & Safety Manager. Employee Name : R A Chamberlain ..... Employee Signature:  Date: 30 January 2026
3. Legislation	The principal pieces of legislation governing this policy are:

	• Working together to safeguard Children 2010 • The Children Act 1989 • The Adoption and Children Act 2002: • The Children act 2004 • Safeguarding Vulnerable Groups Act 2006 • Care Standards Act 2000 • Public Interest Disclosure Act 1998 • The Police Act – CRB 1997 • Mental Health Act 1983 • NHS and Community Care Act 1990 • Rehabilitation of Offenders Act 1974
4. Definitions	Safeguarding is about embedding practices throughout the Company to ensure the protection of children and / or vulnerable adults wherever possible. In contrast, child and adult protection is about responding to circumstances that arise. Abuse is a selfish act of oppression and injustice, exploitation and manipulation of power by those in a position of authority. This can be caused by those inflicting harm or those who fail to act to prevent harm. Abuse is not restricted to any socio-economic group, gender or culture. It can take a number of forms, including the following: • Physical abuse • Sexual abuse • Emotional abuse • Bullying • Neglect • Financial (or material) abuse **Definition of a child:** A child is under the age of 18 (as defined in the United Nations convention on the Rights of a Child).

	Definition of Vulnerable Adults: A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves or protect themselves from harm or from being exploited. This **may** include, but not be limited to a person who: • Is elderly and frail • Has a mental illness including dementia • Has a physical or sensory disability • Has a learning disability • Has a severe physical illness • Is a substance misuser • Is homeless
5. Responsibilities	**All staff** (paid or unpaid) have responsibility to follow the guidance laid out in this policy and related policies, and to pass on any welfare concerns using the required procedures. We expect all staff (paid or unpaid) to promote good practice by being an excellent role model, contribute to discussions about safeguarding and to positively involve people in developing safe practices. **Additional specific responsibilities** The Directors have responsibility to ensure: • The policy is implemented. • The policy is monitored and reviewed regularly • Liaison with and monitoring by the Contract and appropriate Client contact. • Sufficient resources (time and money) are allocated to ensure that the policy can be effectively implemented and amended in accordance with Legislative changes. • Promoting the welfare of children and vulnerable adults. • Ensure staff (paid and unpaid) have access to appropriate training/information and seek advice from H&S Manager. • Receive staff concerns via immediate line manager about safeguarding and for the Directors to respond to all concerns seriously, swiftly and appropriately. • Keep up to date with local arrangements for safeguarding and CRB, Health & Safety Manager to keep staff informed. • Develop and maintain effective links with relevant agencies (e.g. through attendance at strategy meetings, core groups, training meetings). • Take forward concerns about responses.

	H&S Manager (Mark Walford) and the Directors have the responsibility to ensure; • that all concerns are swiftly reported to the correct Authorities as necessary. • A full and detailed document trail is in place • Confidentiality is maintained at all times • Dissemination of information is to correct and appropriate persons / agencies only.
6. Implementation Stages	The scope of this Safeguarding Policy is broad ranging and in practice, it will be implemented via a range of policies and procedures within the organisation. These include: • Whistleblowing – ability to inform on other staff / practices within the Company • Grievance and disciplinary procedures – to address breaches of procedures/ policies • Health and Safety policy, including lone working procedures, mitigating risk to staff and clients • Equal Opportunities policy – ensuring safeguarding procedures are in line with this policy, in particular around discriminatory abuse and ensuring that the safeguarding policy and procedures are not discriminatory • Data protection (how records are stored and access to those records) • Confidentiality (or limited confidentiality policy) ensuring that service users are aware of your duty to disclose • Staff induction • Staff training **Safe recruitment** Mannings Facilities Management Ltd ensures safe recruitment through the following processes: • Providing the following safeguarding statement in recruitment adverts or application details –'recruitment is carried out in line with safe recruitment practices.' • Job or role descriptions for all roles involving contact with children and / or vulnerable adults will contain reference to safeguarding responsibilities. • There are person specifications for roles which contain a statement on core competency with regard to child / vulnerable adult protection / safeguarding

- Shortlisting is based on formal application processes / forms and not on provision of CV's only.
- Interviews are conducted according to equal opportunity principles and interview questions are based on the relevant job description and person specification.
- CRB checks will be conducted for all staff (paid or unpaid) who will come into contact with children and vulnerable adults. Portable / carry over CRB checks from another employer will not be deemed to be sufficient. It is a criminal offence for individuals barred by the ISA to work or apply to work with children or vulnerable adults in a wide range of posts.
- No formal job offers are made until checks for suitability are completed (including CRB and 2 references). An exception may be made in the case of a potential new employee who holds current CRB Clearance (within 3 years, but new clearance will be sort) and has satisfactory references. This will only occur if the urgency exists and the Client agrees.

DBS Management

The organisation commits resources to providing Disclosure & Barring Service (DBS) check on staff (paid or unpaid) whose roles involve contact with children and /or vulnerable adults.

In order to avoid DBS gaps, MFM will maintain and review a list of roles across the Company which involves potential contact with children / vulnerable adults. This will be monitored and reviewed quarterly by Mark Walford (NEBOSH), H&S Manager.

In addition to checks on recruitment for roles involving contact with children / vulnerable adults, for established staff the following processes are in place:

- A 3 year rolling programme of re-checking DBS's is in place for holders of all identified posts.
- Existing staff (paid or unpaid) who transfer from a role which does not require a DBS check, to one which involves potential contact with children / vulnerable adults, will be subject to a DBS check before commencement in their new position.

Service delivery contracting and sub contracting

- There will be systematic checking of safeguarding arrangements of partner organisations / sub-contractors.

	• Safeguarding will be a fixed agenda item on any partnership / reporting meetings. • Contracts and memorandums of agreement for partnership / delivery work will include clear minimum requirements / arrangements for safeguarding and non-compliance procedures. • Sub-Contractors will complete appropriate MFM documentation to include all Liabilities Insurances.
7. Communications Training & Support for Staff	Mannings Facilities Management Ltd commits resources for induction, training of staff (paid and unpaid), effective communications and support mechanisms in relation to Safeguarding. **Induction** will include • Discussion of the Safeguarding Policy (and confirmation of understanding) • Discussion of other relevant policies • Ensure familiarity with reporting processes, the roles of line manager and Designated Senior Manager (and who acts in their absence) **Initial training on safeguarding** including: • safe working practices, safe recruitment, understanding child protection and the procedure for any concerns found in children / adult safeguarding • Ongoing assessment for competence and understanding of safeguarding practices to be monitored and discussed during probation period. **Training** All staff who, through their role, are in contact with children and /or vulnerable adults will have access to safeguarding training at an appropriate level. Sources and types of training will include: • Awareness and understanding during induction training • Assessment during probation period • Quarterly review and discussion to identify any areas for re-training or enhancement. **Communications and discussion of safeguarding issues** Commitment to the following communication methods will ensure effective communication of safeguarding issues and practice: • Team meetings • Client / Contract Manager review meetings • Board meetings • One to one meetings (formal or informal), • Clinical supervision • Participation in joint client visits • Provision of a clear and effective reporting procedure which encourages reporting of concerns.

	• Encouraging open discussion (e.g. during supervision and team meetings) to identify any barriers to reporting so that they can be addressed. • Inclusion of safeguarding as a discussion prompt during review / site meetings / appraisals to encourage reflection **Support** We recognise that involvement in situations where there is risk or actual harm can be stressful for staff concerned. The mechanisms in place to support staff include: • Debriefing support for paid and unpaid staff so that they can reflect on the issues they have dealt with. • Seeking further support as appropriate e.g. access to counselling. • Staff who have initiated protection concerns will be contacted by line manager / Director within a certain timescale e.g. 24 hours).
8. Professional Boundaries	Professional boundaries define the limits of a relationship between a contractor and a client. They are a set of standards we agree to uphold that allows this necessary and often close relationship to exist while ensuring the correct detachment is kept in place. Mannings Facilities Management Ltd expects staff to protect the professional integrity of themselves and the Client's organisation. The following professional boundaries must be adhered to: • **Giving and receiving gifts from clients**: MFM Ltd does not allow paid or unpaid staff to give gifts to or receive gifts from clients. However gifts may be provided by the organisation as part of a planned activity. The following policies detailed within the staff handbook also contain guidance on staff (paid or unpaid) conduct: • Use of abusive language • Response to inappropriate behaviour / language • Use of punishment or chastisement • Passing on clients' personal contact details • Accepting gifts/ rewards or hospitality from organisation as an inducement for either doing / not doing something in their official capacity

	If the professional boundaries and/or policies are breached this could result in disciplinary procedures or enactment of the allegation management procedures, including suspension or instant dismissal.
9. Reporting	The process outlined below details the stages involved in raising and reporting safeguarding concerns at Mannings Facilities Management Ltd. Communicate your concerns with your immediate manager ↓ Seek medical attention for the vulnerable person if needed ↓ Discuss with parents of child Or with vulnerable person. Obtain permission to make referral if safe and appropriate ↓ if needed seek advice from the Children and Families helpdesk or Adults helpdesk ↓ Complete the Safeguarding Vulnerable Groups Incident Report Form if required and submit to the local authority within 24 hours of making a contact ↓

	Ensure that feedback from the Local Authority is received and their response recorded
10. Allegations Management	Mannings Facilities Management Ltd recognises its duty to report concerns or allegations against its staff (paid or unpaid) within the organisation or by a professional from another organisation. The process for raising and dealing with allegations is as follows: First step: Any member of staff (paid or unpaid) from MFM Ltd is required to report any concerns in the first instance to their line manager / safeguarding manager / peer. A written record of the concern should be completed by the member of staff and a copy handed to a Director / the H&S Manager. Second step: Contact local authority's for advice and supporting Agencies. Third step: Follow the advice provided Mannings Facilities Management Ltd recognises its legal duty to report any concerns about unsafe practice by any of its paid or unpaid staff to the Independent Safeguarding Authority (ISA), according to the ISA referral guidance document.
11. Managing information	Information will be gathered, recorded and stored in accordance with the Data Protection Policy, Confidentiality Policy. All staff must be aware that they have a professional duty to share information with other agencies in order to safeguard children and vulnerable adults. The public interest in safeguarding children and vulnerable adults may override confidentiality interests. However, information will be shared on a need to know basis only, as judged by the Designated Senior Manager. All staff must be aware that they cannot promise service users or their families / carers that they will keep secrets.

12. Communicating & Reviewing the Policy	Mannings Facilities Management Ltd will make clients aware of the Safeguarding Policy through the following means: • Available on written request • Copy included in all site Logbooks • Through discussion at Mobilisation / Client meetings This policy will be reviewed by H&S Manager and Board of Directors, every 12 months, and when there are changes in legislation.