

Safeguarding Policy

About this policy

- Aura Retrofit Limited has a duty of care to safeguard from harm all vulnerable adults and children who use the Company's services or who are involved directly with personnel acting on behalf of the Company. This policy outlines the Company's approach to safeguarding and duties of staff to ensure the safety of vulnerable adults and children who use our services.
- This policy should be read in conjunction with our Anti-Bullying and Harassment Policy and our Whistleblowing Policy.
- This policy does not form part of any employee's contract of employment, and we may amend it at any time.

Who must comply with this policy?

- This policy applies to all persons working for us or on our behalf in any capacity, including employees at all levels, directors, officers, agency workers, seconded workers, volunteers, interns, agents, contractors, external consultants, third-party representatives and business partners.

Definitions

- Child means a person who is under 18 years of age.
- Vulnerable adult means a person who is 18 years old or over and:
 - may be in need of community care services by reason of a disability, age or illness and is unable to take care of themselves or is unable to protect themselves from significant harm or exploitation; or
 - is the subject of a regulated activity as defined in the Safeguarding Vulnerable Groups Act 2006 (SVGA 2006).
- Regulated activity is defined separately for children and adults in the SVGA 2006. Broadly, it may include the following activities:
 - Provision of healthcare by, or under the supervision of a health care professional;
 - Provision of relevant personal care (e.g. providing assistance with eating, washing dressing, etc);
 - Teaching, training and instruction of children;
 - Care for and supervision of children;
 - Providing assistance in relation to general household matters (e.g. paying bills, doing shopping) which is required by reason of age, illness or disability;
 - Driving a vehicle for the purpose of transporting a child or vulnerable adult;
 - [ANY REGULATED ACTIVITY SPECIFIC TO THE BUSINESS].
- Abuse can be through inflicting harm or failing to act to prevent harm. Forms of abuse are listed below and abuse may take place in a family, institutional or community setting by those known to the individual or by a stranger.
- Discriminatory abuse includes mistreatment that is racist, sexist, based on a person's disability, and other forms of harassment, slurs or similar treatment.
- Financial/material abuse includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- Physical abuse includes when someone physically hurts or injures another by hitting, shaking, throwing, poisoning, burning, biting or scalding, suffocating, or otherwise causing physical harm. It may be deliberate or reckless and also includes failing to prevent injury.

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- Psychological/emotional abuse includes the persistent emotional ill treatment such as to cause adverse effects on the person's emotional development. It may involve conveying to someone that they are worthless or unloved, inadequate, or valued insofar as they meet the needs of another person. It may occur if someone is subjected to constant criticism, name-calling and sarcasm, bullying, racism or unrealistic pressure to perform to high expectations consistently.
- Sexual abuse includes any sexual act to which an individual has not consented, could not consent or was pressured into consenting. This could include full sexual intercourse, masturbation, oral sex or fondling, showing pornographic books, photographs or videos, or taking pictures for pornographic purposes.
- Bullying - Deliberate hurtful behaviour, usually repeated over a period of time where it is difficult for those being bullied to defend themselves. It may be:
 - physical, e.g. kicking
 - verbal, e.g. insults and belittling comments
 - emotional, e.g. ignoring and isolating
 - sexual, e.g. unwanted physical contact
- Neglect can be through inflicting harm or failing to act to prevent harm. Neglect is the persistent failure to meet a child or vulnerable adult's basic physical and/ or psychological needs, likely to result in the serious impairment of the child or vulnerable adult's health or development.

Safeguarding Officer

- The Safeguarding Officer is responsible for the effective operation of this policy. Any questions about this policy and any safeguarding concerns should be reported to the Safeguarding Officer.
- Responsibilities of the Safeguarding Officer include:
 - Arranging appropriate safeguarding training for staff;
 - Ensuring staff recruitment and induction reflect safeguarding best practice;
 - Receiving complaints and concerns regarding safeguarding and responding accordingly;
 - Liaising with external agencies regarding safeguarding incidents;
 - Maintaining a record of any safeguarding complaint or referral.
- The Safeguarding Officer(s) at this organisation are: **angela.orne@auraretrofit.co.uk**

Recruitment

- Before recruiting for a particular post, we will assess whether we are justified in seeking a criminal records check for that particular post and, if so, what level of criminal record check will be required. For more information, please see our Criminal Record Information and DBS Checks policy.
- Before hiring a new member of staff we will normally require at least two references, either from their previous employer or from someone known to them personally, but not a relative.

Staff conduct

- You must not be alone with a child or vulnerable adult. If this is unavoidable, ensure someone else is advised of what is taking place and why.
- Any contact with a child or vulnerable adult should take place in an open environment, avoiding private or unobserved situations.
- You should maintain a safe and appropriate distance from each person. Do not have physical contact without that person's permission.
- Ensure that the language you use is appropriate, clear and cannot be misinterpreted. Avoid jokes or comments that could be construed as offensive or sexual.

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- Communication with a child or vulnerable adult who uses our services should remain professional. You should not provide your personal phone number and should not connect with them via personal social media accounts.

Reporting concerns

- You are not responsible for deciding whether abuse has occurred. That is the task for the professional agencies, following a referral from the Safeguarding Officer or other member of management. Any concerns regarding allegations of abuse must be reported to the Safeguarding Officer or your line manager in the first instance.
- If an individual tells you about abuse or neglect they have suffered you should:
 - Listen calmly and carefully;
 - Ask open questions and ensure you understand exactly what they are saying;
 - Reassure the individual that they have done the right thing by reporting the issue;
 - Tell the individual what will happen next and to whom you will report their complaint;
 - Make a note of what the individual said, including the names of any people involved and dates the incidents occurred;
 - Immediately report the complaint to the Safeguarding Officer.
- When taking an individual's complaint you must not:
 - Ask leading questions or say anything that suggests or prompts a specific answer;
 - Jump to conclusions;
 - Promise confidentiality;
 - Interrogate the individual.
- An accurate record should be made of what has been alleged, using the words of the child or vulnerable adult. If appropriate, you may add factual observations about the physical or emotional state of the individual sharing their concerns. Information will be recorded and stored securely, in line with the Company's Fair Processing Notice (Employee Data), and will only be accessible to those who need to access it.
- After reporting the complaint to the Safeguarding Officer or to your line manager you should not discuss the report with other staff. You should not investigate the complaint yourself.
- After receiving a complaint, the Safeguarding Officer will make an initial assessment of the allegation and may decide that a report must be made to the police or the Local Authority Designated Officer (LADO).

Protection and support for those involved

- Staff who make complaints or who participate in good faith in any investigation must not suffer any form of retaliation or victimisation as a result. Anyone found to have retaliated against or victimised someone in this way will be subject to disciplinary action under our Disciplinary Procedure.

Record-keeping

- Information about a complaint by or about an employee may be placed on the employee's personnel file, along with a record of the outcome and of any notes or other documents compiled during the process. These will be processed in accordance with our Fair Processing Notice (Employee Data).



SIGNED:

NAME: Gary Robinson
POSITION: Managing Director

Policy Updated: May 2026