



MARTRA BRUSH & MOPSTICK CLEANING SERVICES LTD

2025

SAFEGUARDING
POLICY





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MARTRA CLEANERS



1. POLICY STATEMENT

Martra Brush & Mopstick Cleaning Services Ltd is fully committed to safeguarding and promoting the welfare, safety, and rights of all individuals we come into contact with, including children, young people, adults at risk, our staff, and members of the public. As a cleaning and home-help service provider, we recognise that our team often works within private homes and community settings, where there may be increased opportunities to identify concerns or vulnerabilities. We therefore take our safeguarding responsibilities seriously and ensure that all employees act with professionalism, vigilance, and care at all times.

We operate a strict zero-tolerance approach to any form of abuse, neglect, exploitation, discrimination, or inappropriate behaviour. This applies both to the individuals we serve and within our own workforce. We expect our staff to uphold the highest standards of conduct and to report any safeguarding concerns immediately, whether these relate to a client, colleague, member of the public, or any external party. Protecting people from harm is everyone's responsibility, and safeguarding forms a core part of our organisational culture.

The purpose of this Safeguarding Policy is to set out clear procedures and expectations to ensure the safety and wellbeing of all individuals, and to support staff in recognising, reporting, and responding to concerns in a timely and appropriate manner. This policy aligns with UK safeguarding legislation and national guidance, including the Children Act 1989 and 2004, the Care Act 2014, Working Together to Safeguard Children (2018), the Safeguarding Vulnerable Groups Act 2006, the Mental Capacity Act 2005, and the Data Protection Act 2018 (UK GDPR). By adhering to these standards, we ensure that our services are delivered safely, respectfully, and in accordance with recognised best practice.



2. SCOPE OF THE POLICY

This Safeguarding Policy applies to all individuals working on behalf of Martra Brush & Mopstick Cleaning Services Ltd, regardless of their role, level of responsibility, or employment status. This includes all permanent employees, part-time staff, temporary or seasonal workers, contractors, subcontractors, agency workers, volunteers, and any third-party professionals engaged to deliver services under our name. Every person representing the company has a duty to uphold these safeguarding standards and follow all procedures outlined within this policy.

Safeguarding duties may apply in any environment where our staff carry out cleaning or home-help activities. These settings include, but are not limited to, clients' private homes, residential properties, supported or rented accommodation, offices, commercial buildings, community spaces, small businesses, Airbnb properties, and any other premises where our cleaning or support services are delivered. Staff must remain aware that risks and vulnerabilities may present differently across these environments, and therefore must exercise professional judgement, vigilance, and sensitivity at all times.

This policy covers all services provided by Martra Brush & Mopstick Cleaning Services Ltd, including residential cleaning, domestic and general cleaning, deep cleaning, post-construction cleaning, move-in and move-out cleaning, Airbnb and holiday-let cleaning, commercial and office cleaning, as well as home-help tasks where staff may have direct interaction with individuals who could be vulnerable. Whether delivering routine cleaning, one-off assistance, or specialised services, all employees must follow the safeguarding principles set out in this policy and act promptly on any concerns relating to safety, abuse, or neglect.



3. DEFINITIONS:

For the purpose of this Safeguarding Policy, the following definitions explain key terms that support clarity and consistency across our organisation.

➤ **SAFEGUARDING:**

Safeguarding refers to the actions, policies, and procedures taken to protect children, young people, and adults at risk from harm, abuse, neglect, or exploitation. It involves creating safe environments, reducing risks, responding appropriately to concerns, and promoting the wellbeing and rights of all individuals we encounter through our work.

➤ **CHILDREN:**

A “child” is defined as anyone under the age of 18, in accordance with the Children Act 1989 and 2004. Staff may come across children during cleaning visits or home-help support in residential and community settings.

➤ **ADULTS AT RISK:**

An “adult at risk” refers to an individual aged 18 or over who is unable to protect themselves from harm or exploitation due to age, disability, illness, mental health needs, reduced capacity, or personal circumstances. This includes people receiving care or support services, individuals living alone or isolated, and those who may be vulnerable in certain environments.

➤ **ABUSE:**

Abuse is any action or inaction that causes harm, distress, or violation of an individual’s rights. Abuse may be intentional or unintentional and can occur in



any setting. Types of abuse include physical, emotional, psychological, sexual, financial, discriminatory, organisational, or neglect.

➤ **NEGLECT:**

Neglect involves failing to meet an individual's basic physical, emotional, or support needs. This includes withholding assistance, ignoring care needs, failing to seek help when necessary, or allowing unsafe environments to persist.

➤ **DISCLOSURE:**

A disclosure is when a child, adult, or third party shares information suggesting that abuse, neglect, or harm has occurred or may occur. Disclosures may be verbal, written, or observed through behaviour or environmental signs. Staff must treat all disclosures seriously and report them immediately.

4. PROFESSIONAL BOUNDARIES:

Professional boundaries refer to clear limits on interactions between staff and clients to ensure safe, respectful, and ethical relationships. Staff must avoid any behaviour that could be misinterpreted, harmful, or inappropriate.

Whistleblowing:

Whistleblowing is the act of reporting concerns about wrongdoing, unsafe practices, or misconduct within the organisation. Staff must feel empowered to raise concerns without fear of retaliation, and all reports will be treated confidentially and sensitively.

Safeguarding Concern:

A safeguarding concern is any situation where staff believe that an individual may be at risk of harm, abuse, exploitation, or neglect, or where they witness indicators suggesting something may be wrong.



5. LEGAL & REGULATORY FRAMEWORK

Martra Brush & Mopstick Cleaning Services Ltd is committed to delivering services in accordance with all relevant UK safeguarding laws, statutory duties, and national guidance. Although we operate as a cleaning and home-help service, we recognise that our staff often work in homes and community environments where safeguarding responsibilities apply. Our policy is therefore aligned with the following key legislation and regulatory frameworks:

➤ CARE ACT 2014

The Care Act establishes the legal framework for safeguarding adults at risk. It sets out the duties of organisations to identify, prevent, and respond to abuse and neglect, and to promote individual wellbeing. It also outlines the responsibilities of local authorities and partner agencies in safeguarding investigations and multi-agency working.

➤ CHILDREN ACT 1989 AND 2004

These Acts define the welfare and protection of children as paramount and provide the statutory foundation for safeguarding children and young people in the UK. They outline the duties of all organisations and individuals to safeguard and promote the welfare of children they encounter.

➤ WORKING TOGETHER TO SAFEGUARD CHILDREN (2018)

This statutory guidance sets out how organisations and professionals should work together to safeguard children. It provides clear expectations on recognising concerns, responding to disclosures, and working in partnership with local safeguarding agencies.

➤ SAFEGUARDING VULNERABLE GROUPS ACT 2006



This Act created the Disclosure and Barring Service (DBS) framework, enabling checks to prevent unsuitable individuals from working with children or adults at risk. It establishes legal duties for employers to ensure safe recruitment and to make referrals where necessary.

➤ **MENTAL CAPACITY ACT 2005 (MCA)**

The MCA provides a framework for supporting and protecting individuals who may lack the mental capacity to make decisions for themselves. It includes five core principles that guide staff interactions and protects individuals from unlawful or abusive decision-making practices.

➤ **DOMESTIC ABUSE ACT 2021**

This Act strengthens protections for individuals experiencing domestic abuse and outlines the responsibilities of professionals who may encounter victims within homes, including cleaners and home-help workers.

➤ **MODERN SLAVERY ACT 2015**

This legislation addresses human trafficking, forced labour, and exploitation. Staff must report concerns if they suspect any form of modern slavery or trafficking in a home or workplace environment.

➤ **DATA PROTECTION ACT 2018 (UK GDPR)**

This Act governs how personal and sensitive information must be collected, used, stored, and shared. Safeguarding concerns must be handled confidentially, with information disclosed only on a “need to know” basis and in compliance with lawful information-sharing principles.

➤ **HEALTH AND SAFETY AT WORK ACT 1974**

Employers have a legal duty to protect the health, safety, and welfare of employees and members of the public. This includes risk assessments, safe working practices, and promoting safe environments during service delivery.



By operating within this legal framework, Martra Brush & Mopstick Cleaning Services Ltd ensures that safeguarding remains central to all activities, decision-making, and interactions with clients, staff, and the wider community. Our procedures reflect national best practice and support staff in fulfilling their legal and ethical responsibilities.

6. ROLES & RESPONSIBILITIES

Safeguarding is a shared responsibility across the entire organisation. Every individual working under Martra Brush & Mopstick Cleaning Services Ltd has an important role to play in protecting children, adults at risk, colleagues, and members of the public. The responsibilities outlined below ensure that safeguarding is embedded into all aspects of our work.

➤ **MANAGING DIRECTOR**

The Managing Director holds overall accountability for safeguarding within the organisation. Their responsibilities include:

- Ensuring the company meets all legal and regulatory safeguarding requirements.
- Approving safeguarding policies and ensuring they are implemented effectively.
- Providing sufficient resources for safeguarding training, supervision, and management oversight.
- Promoting a culture where safeguarding is prioritised, valued, and understood across the organisation.
- Ensuring that concerns raised are addressed promptly and appropriately

➤ **DESIGNATED SAFEGUARDING OFFICER (DSO)**

The Designated Safeguarding Officer is the primary point of contact for all safeguarding issues. Their responsibilities include:



- Receiving, assessing, and responding to safeguarding concerns or disclosures.
- Making referrals to external agencies, including Wirral Council, Police, or relevant safeguarding boards.
- Offering advice and guidance to staff regarding safeguarding procedures.
- Maintaining secure and confidential safeguarding records.
- Ensuring safeguarding policies remain up to date and compliant with UK legislation.
- Coordinating safeguarding training for all staff.
- Acting as the liaison between Martra Brush & Mopstick Cleaning Services Ltd and external safeguarding partners.

➤ **DEPUTY DESIGNATED SAFEGUARDING OFFICER**

The Deputy DSO supports the Designated Safeguarding Officer and acts in their absence. Their responsibilities include:

- Assisting with case reviews, referrals, and decision-making.
- Supporting staff with safeguarding queries.
- Ensuring continuity of safeguarding leadership when the DSO is unavailable.

➤ **SUPERVISORS AND TEAM LEADERS**

Supervisors and team leaders have a key role in ensuring safeguarding procedures are followed during daily operations. Their responsibilities include:

- Monitoring staff performance and behaviour in relation to safeguarding expectations.
- Escalating concerns raised by staff or observed during service delivery.
- Ensuring staff understand their safeguarding responsibilities and have completed required training.
- Promoting safe working practices within the team.



➤ **ALL EMPLOYEES, CONTRACTORS, AGENCY WORKERS, AND VOLUNTEERS**

Every individual working for or on behalf of Martra Brush & Mopstick Cleaning Services Ltd has a legal and moral responsibility to safeguard others. Their responsibilities include:

- Acting in a professional, respectful, and safe manner at all times.
- Completing mandatory safeguarding training and refreshers.
- Being vigilant for signs of abuse, neglect, or exploitation during service visits.
- Reporting concerns immediately to the DSO or line manager—never ignoring or dismissing signs of potential harm.
- Maintaining confidentiality and sharing information only with authorised individuals.
- Adhering to professional boundaries and the Staff Code of Conduct.
- Following lone-working and safety procedures to protect themselves and clients.

➤ **EXTERNAL PARTNERS AND CONTRACTORS**

External individuals or organisations working under contract with the company are expected to:

- Comply with this Safeguarding Policy and relevant UK safeguarding legislation.
- Report safeguarding concerns promptly to their point of contact within the company.
- Maintain high standards of ethics, safety, and professionalism during service delivery.
- Recognising Signs of Abuse & Neglect

7. ABUSE



All staff working for Martra Brush & Mopstick Cleaning Services Ltd must remain vigilant to the signs of abuse or neglect when working in clients' homes, commercial premises, and community settings. Abuse can occur anywhere and may be carried out by family members, caregivers, employers, neighbours, strangers, or even other professionals. Recognising concerns early is essential to preventing harm and ensuring individuals receive the support and protection they need.

Abuse may present in different ways, and indicators may be physical, emotional, verbal, environmental, or behavioural. Staff must not attempt to investigate suspected abuse but must report any concerns immediately to the Designated Safeguarding Officer (DSO).

➤ **PHYSICAL ABUSE**

Physical abuse involves inflicting pain, injury, or force upon a person. Signs may include:

- Unexplained bruises, burns, fractures, or marks
- Injuries that appear inconsistent with explanations given
- Signs of restraint or grabbing
- A client flinching or appearing fearful of certain individuals
- Environmental signs suggesting violence (e.g., holes in walls, damaged doors)

➤ **EMOTIONAL OR PSYCHOLOGICAL ABUSE**

Emotional abuse involves actions that cause mental distress or undermine a person's self-esteem. Indicators may include:

- Low mood, anxiety, or sudden behavioural changes
- Excessive fear, withdrawal, or avoidance of certain individuals
- Verbal bullying or intimidation overheard by staff
- Degrading, humiliating, or controlling behaviour by others
- A person appearing unusually nervous or apologetic



➤ **DOMESTIC ABUSE**

Domestic abuse includes physical, emotional, sexual, financial, or controlling behaviour between intimate partners or family members. Signs may include:

- Visible distress or fear when a partner is present
- Signs of coercion or control (e.g., not allowed to speak freely)
- Damage in the home consistent with conflict
- A client frequently cancelling visits when partner is home
- Evidence of isolation or restricted movement

➤ **SEXUAL ABUSE**

Sexual abuse involves any non-consensual sexual activity. Indicators may include:

- Unexplained injuries around intimate areas
- Sudden changes in behaviour such as fear, withdrawal, or aggression
- Difficulty sitting or walking
- Inappropriate sexualised behaviour or comments
- Evidence of pornography or inappropriate behaviour witnessed

➤ **FINANCIAL OR MATERIAL ABUSE**

This involves misuse of a person's money, property, or belongings. Indicators include:

- Unexplained disappearance of money or valuables
- Bills going unpaid despite adequate income
- A client expressing confusion about finances
- Pressure to hand over bank cards, PINs, or documents
- Sudden changes in financial arrangements or wills

➤ **NEGLECT AND ACTS OF OMISSION**

Neglect occurs when basic needs are not met. Signs may include:

- Poor personal hygiene or dirty clothing



- Unsafe or unsanitary home conditions
- Malnutrition or dehydration
- Lack of essential care (e.g., medication left unattended, no heating)
- A person left alone for long periods without support

➤ **SELF-NEGLECT**

Self-neglect involves a person failing to care for their own health or environment.

Indicators include:

- Extremely poor living conditions, excessive clutter, hoarding
- Refusal of essential services or support
- Poor physical appearance or untreated medical issues
- Signs of confusion, inability to manage daily tasks

➤ **DISCRIMINATORY ABUSE**

Discriminatory abuse involves unfair or harmful treatment based on characteristics such as race, gender, age, disability, religion, or sexual orientation. Signs may include:

- Derogatory language or slurs overheard
- Exclusion, isolation, or unequal treatment
- A person showing shame, fear, or distress related to discrimination

➤ **ORGANISATIONAL / INSTITUTIONAL ABUSE**

Typically occurs in care settings but may be relevant when staff observe unsafe practices elsewhere. Signs include:

- Rigid routines that disregard individual needs
- Unsafe or unhygienic environments
- Bullying, intimidation, or dismissive behaviour by staff
- Evidence of neglect due to poor management



8. RESPONDING TO SAFEGUARDING CONCERNS

All staff must act immediately and responsibly when they witness, suspect, or receive information indicating that a child, adult at risk, or any individual may be experiencing harm, abuse, or neglect. Prompt and appropriate action can prevent further harm, protect individuals, and ensure concerns are addressed through the correct safeguarding channels. Staff must never ignore or minimise any potential safeguarding issue.

➤ IMMEDIATE RESPONSE STEPS

When a staff member identifies a safeguarding concern, they must:

- Ensure the immediate safety of the person involved, if possible and safe to do so.
- Stay calm and act with sensitivity, especially if someone is distressed or disclosing information.
- Report the concern to the Designated Safeguarding Officer (DSO) as soon as possible, and within the same working day.
- If there is an immediate danger or a crime is in progress, contact emergency services (999) immediately before informing the DSO.

Staff must not attempt to investigate, confront alleged abusers, or take matters into their own hands.

➤ LISTENING AND REASSURANCE DURING A DISCLOSURE

If an individual directly shares concerns or discloses abuse:

- Listen carefully without interrupting or expressing shock.
- Reassure them that they have done the right thing by speaking up.
- Stay factual and avoid asking leading or investigative questions.
- Acknowledge their feelings and let them know you will report the information to keep them safe.



- Avoid making promises you cannot keep (e.g., promising absolute confidentiality).

Your role is to support, not to investigate.

➤ **DO'S AND DON'TS WHEN HANDLING A CONCERN**

Do:

- Take all concerns seriously.
- Record details accurately and promptly.
- Report the concern to the DSO immediately.
- Maintain confidentiality and share only with authorised individuals.

Do Not:

- Ask detailed or probing questions.
- Express personal opinions or pass judgement.
- Promise to keep the disclosure a secret.
- Investigate the issue yourself or confront the alleged perpetrator.
- Delay reporting the concern.

➤ **ENSURING PERSONAL SAFETY**

Staff must always consider their own safety when responding to safeguarding concerns, particularly in domestic or unfamiliar environments. Staff should:

- Avoid placing themselves in confrontational or unsafe situations.
- Leave the property if they feel threatened or unsafe.
- Contact the police if there is immediate danger.
- Inform the DSO and their manager whenever personal safety is compromised.

➤ **PREVENTING CONTAMINATION OF EVIDENCE**

If the concern involves potential criminal activity, such as physical assault, sexual abuse, or theft:

- Avoid touching or moving items that may be evidence.
- Do not clean or alter the environment before authorities are aware.
- Keep notes factual and detailed to support any official investigation.



➤ **SUPPORTING THE INDIVIDUAL AFTER A CONCERN IS RAISED**

After reporting the concern:

- Continue treating the person with respect, dignity, and professionalism.
- Do not probe for additional details unless instructed by authorities.
- Maintain appropriate boundaries and avoid discussing the concern with others.

9. REPORTING PROCEDURES

Martra Brush & Mopstick Cleaning Services Ltd is committed to ensuring that all safeguarding concerns are reported promptly, recorded accurately, and escalated appropriately. All staff have a legal and moral duty to report concerns—they must never assume that someone else will report it. The following procedures outline the steps that must be taken when a safeguarding concern arises.

➤ **INTERNAL REPORTING PROCESS**

When a staff member identifies or receives a safeguarding concern, they must:

1. Immediately inform the Designated Safeguarding Officer (DSO) verbally or by phone.
2. Complete a Safeguarding Concern Reporting Form as soon as possible and within the same working day.
3. Provide a clear, factual, and detailed account of what was observed or disclosed, including dates, times, locations, and any direct quotes from the individual involved.
4. Submit the completed report securely to the DSO for assessment and further action.



Staff must not delay reporting, even if they are unsure whether the concern meets the safeguarding threshold. It is better to report early than to risk someone remaining in an unsafe situation.

➤ **ASSESSING AND ESCALATING CONCERNS (DSO RESPONSIBILITY)**

Once a concern is received, the DSO will:

- Review the information promptly to determine the level of risk.
- Decide on the appropriate course of action, which may include discussing the case with senior management or safeguarding partners.
- Make referrals to external agencies where required.
- Provide guidance to staff on maintaining professional boundaries and appropriate next steps.

In cases where the DSO is unavailable, the Deputy DSO will take responsibility.

➤ **EXTERNAL REPORTING PATHWAYS**

If a concern meets the threshold for external referral, the DSO (or Deputy DSO) will contact the relevant safeguarding authority. These may include:

For Adults at Risk:

Wirral Adult Social Care Safeguarding Team

- Phone: 0151 606 2006
- Out of Hours: 0151 677 6557

For Children:

Wirral Children's Social Care / Integrated Front Door

- Phone: 0151 606 2008
- Out of Hours: 0151 677 6557

Immediate Danger or Criminal Activity:

- Police Emergency: 999
- Non-emergency Police: 101

Other Useful Contacts:

- NSPCC Helpline: 0808 800 5000
- Modern Slavery Helpline: 0800 0121 700



The DSO will ensure that referrals are made in line with the requirements of local safeguarding authorities and follow up where necessary.

➤ **TIMESCALES FOR REPORTING**

- Concerns should be reported immediately and no later than the end of the working day.
- The DSO should review and act upon concerns within 24 hours, or sooner if the risk is high.
- Emergency situations must be escalated without delay by calling 999.

➤ **RECORDING AND DOCUMENTATION**

Accurate and secure record-keeping is essential to safeguarding. All safeguarding records must include:

- Details of the concern or disclosure
- The name and role of the person reporting
- Actions taken and reasons behind decisions
- Copies of referral forms sent to external agencies
- Outcomes or follow-up actions

Records will be:

- Stored securely in line with Data Protection Act 2018 (UK GDPR)
- Accessible only to authorised safeguarding personnel
- Retained according to legal and organisational requirements

➤ **IF YOU ARE NOT SATISFIED WITH THE RESPONSE**

If any staff member feels that adequate action has not been taken, they must escalate their concerns by:

- Contacting senior management,
- Using the organisation's Whistleblowing Procedure, or
- Reporting directly to local safeguarding authorities or the police.



Staff are legally protected from victimisation when raising safeguarding concerns in good faith.

10. SAFER RECRUITMENT & VETTING

Martra Brush & Mopstick Cleaning Services Ltd is committed to safer recruitment practices to ensure that all individuals working on behalf of the company are suitable, trustworthy, and fully equipped to uphold our safeguarding responsibilities. As a cleaning and home-help provider operating in private homes, commercial settings, and community environments, we recognise that staff may come into contact with children, adults at risk, and vulnerable individuals. Robust vetting helps protect clients, staff, and the reputation of our organisation.

➤ COMMITMENT TO SAFER RECRUITMENT

Our safer recruitment process is designed to:

- Prevent unsuitable individuals from working with vulnerable groups.
- Ensure transparency, fairness, and professionalism in the hiring process.
- Promote equal opportunities while prioritising safety and risk management.
- Meet the safeguarding requirements outlined within UK legislation including the Safeguarding Vulnerable Groups Act 2006.

➤ RECRUITMENT AND PRE-EMPLOYMENT CHECKS

Before any applicant is offered a role, we will carry out the following checks:

Application Screening

- Review completed application forms or CVs for relevant experience, gaps in employment, and suitability.
- Verify identity and right-to-work documentation in line with Home Office requirements.

Interviews



- Conduct interviews to explore the applicant's skills, experience, and understanding of professional boundaries.
- Ask safeguarding-related questions to assess awareness, attitudes, and risk management behaviours.

References

- Obtain a minimum of two professional references, including the most recent employer where applicable.
- Confirm employment history, conduct, reliability, and any known safeguarding concerns.

DBS Checks (where applicable)

- For roles involving direct contact with vulnerable individuals or home-help tasks, a Basic or Enhanced DBS check may be required.
- All DBS certificates obtained will be handled securely and in accordance with the DBS Code of Practice.

➤ PROBATION AND ONGOING MONITORING

All new staff members will be subject to a probationary period, during which:

- Conduct, attendance, professionalism, and safeguarding awareness will be closely monitored.
- Additional supervision or training may be provided if concerns arise.
- Probation may be extended or employment terminated if safeguarding standards are not met.

➤ TRAINING AND INDUCTION

All new employees will receive a structured induction that includes:

- Mandatory safeguarding training
- Lone-working guidance
- Professional boundaries and code of conduct
- Escalation and reporting procedures
- Health and safety responsibilities

Employees are required to complete safeguarding refresher training annually.



➤ **USE OF AGENCY WORKERS, CONTRACTORS, AND EXTERNAL PARTNERS**

Where agency staff or external contractors are engaged:

- The agency or contractor must supply evidence of completed vetting checks, including references and DBS clearance where required.
- They must comply with the organisation's safeguarding policy at all times.
- Supervisors will monitor their practice and raise concerns if standards are not met.

➤ **MAINTAINING RECRUITMENT RECORDS**

All recruitment documents, including interview notes, references, DBS certificates, and training records, will be:

- Stored securely and confidentially
- Retained in accordance with Data Protection Act 2018 (UK GDPR)
- Accessible only to authorised personnel

Safer recruitment is an ongoing responsibility. We will continue to monitor staff performance, address concerns promptly, and take decisive action where safety or suitability is questioned.

11. TRAINING & CONTINUOUS PROFESSIONAL DEVELOPMENT

Martra Brush & Mopstick Cleaning Services Ltd is committed to ensuring that all staff have the knowledge, skills, and confidence to fulfil their safeguarding responsibilities effectively. High-quality training is essential in promoting a safe working environment, supporting early identification of concerns, and ensuring staff understand how to respond appropriately when safeguarding issues arise. To achieve this, we provide structured training at induction and continued professional development throughout employment.



All new staff receive mandatory safeguarding training as part of their induction. This training covers recognising signs of abuse and neglect, understanding professional boundaries, responding to disclosures, internal reporting procedures, lone working, and expectations when entering clients' homes or community settings. Induction training reinforces the importance of vigilance and provides staff with a strong foundation to work safely and responsibly from day one.

Safeguarding training is refreshed annually to ensure staff remain up to date with current legislation, best practice guidance, and organisational procedures. Additional refresher sessions may be delivered sooner if there are significant policy changes, new risks identified, or updates in national safeguarding legislation. Supervisors and team leaders receive enhanced training to support them in monitoring staff practice, addressing concerns, and promoting a positive safeguarding culture.

The Designated Safeguarding Officer (DSO) and Deputy DSO receive more advanced, specialised training. This includes training on risk assessment, handling disclosures, multi-agency working, making referrals to safeguarding authorities, record-keeping standards, and information-sharing protocols. Their continued professional development ensures they remain equipped to lead safeguarding practice across the organisation and respond confidently to complex or high-risk situations.

Ongoing professional development opportunities are made available to all staff. This may include workshops, online courses, toolbox talks, and briefings on specific safeguarding topics such as domestic abuse, self-neglect, modern slavery, and working safely in clients' homes. Supervisors and managers also reinforce learning through regular supervision sessions, spot checks, and performance reviews to ensure safeguarding principles are consistently applied in day-to-day practice.

By investing in continuous training, Martra Brush & Mopstick Cleaning Services Ltd ensures that safeguarding remains central to our operational culture. Staff are empowered with the knowledge and confidence to maintain safe environments, respond sensitively to concerns, and work in line with legal and professional standards at all times.



12. PROFESSIONAL BOUNDARIES & CODE OF CONDUCT

Martra Brush & Mopstick Cleaning Services Ltd is committed to ensuring that all staff uphold the highest standards of professionalism, integrity, and ethical behaviour when delivering services. Maintaining clear professional boundaries is essential to safeguarding clients, protecting staff, and promoting safe, respectful, and trustworthy working relationships. All employees, contractors, agency workers, and volunteers are expected to follow this Code of Conduct at all times.

Professional boundaries help ensure that relationships between staff and clients remain appropriate and focused solely on the delivery of high-quality cleaning and home-help services. Staff must always act in a manner that reflects positively on the organisation and avoids any behaviour that could be misinterpreted, exploitative, or unsafe. This includes respecting personal space, avoiding overly familiar or inappropriate language, and ensuring conversations remain professional and relevant to the service being provided. Staff must never form personal, intimate, or financial relationships with clients, nor accept gifts, loans, or personal favours that could compromise professional judgement.

When working inside clients' homes or private spaces, staff must demonstrate sensitivity, respect, and discretion. They should only access areas necessary for completing agreed tasks and must never handle personal belongings, documents, or valuables unless essential to the service and with clear permission. Staff must not photograph, record, or share any information about a client, their home, or their circumstances, including on social media or messaging platforms. The confidentiality of all clients must be upheld in accordance with the Data Protection Act 2018 (UK GDPR).

Lone working is common within cleaning and home-help services. Staff must follow the organisation's lone-working procedures to ensure their own safety and the safety of clients. This includes maintaining communication with supervisors, avoiding situations that feel unsafe, and leaving a property immediately if they feel threatened or uncomfortable. Staff should never agree to work outside of contracted hours or



undertake additional tasks not authorised by the company, as doing so may compromise safeguarding arrangements and insurance coverage.

The Code of Conduct also requires staff to behave responsibly and ethically with colleagues and members of the public. Bullying, harassment, discrimination, or inappropriate behaviour of any kind will not be tolerated. Staff must follow instructions from supervisors, use company equipment safely, and follow infection control and health and safety procedures to maintain safe working environments.

Maintaining professional boundaries ensures that safeguarding risks are minimised and that all interactions with clients remain respectful, safe, and appropriate. Any breach of this Code of Conduct may lead to disciplinary action, removal from duties, or referral to safeguarding authorities where necessary. All staff are responsible for upholding these standards and reporting concerns immediately if they observe unsafe or inappropriate behaviour.

13. RISK ASSESSMENT & SAFE WORKING PRACTICES

Martra Brush & Mopstick Cleaning Services Ltd is committed to creating safe working environments for both clients and staff. Effective risk assessment and safe working practices are essential to preventing accidents, safeguarding vulnerable individuals, and ensuring that services are delivered in a controlled and responsible manner. All employees must follow organisational procedures, use professional judgement, and remain aware of potential risks in every environment they enter.

Before beginning any new cleaning or home-help assignment, a risk assessment will be completed to identify potential hazards within the property or workplace. This assessment may include reviewing the layout of the environment, identifying trip or fall hazards, checking ventilation, assessing the suitability of equipment, and noting the presence of vulnerable individuals. Staff must also consider safeguarding risks, such as signs of neglect, domestic abuse, unsafe living conditions, or behaviours that may place themselves or others at risk. Risk assessments are living documents and will be updated if new concerns or hazards emerge.



Safe working practices must be followed at all times. This includes using cleaning equipment correctly, following manufacturers' instructions, and ensuring safe storage and handling of all cleaning agents. Martra Brush & Mopstick Cleaning Services Ltd uses environmentally friendly products wherever possible, but staff must still follow COSHH (Control of Substances Hazardous to Health) procedures to prevent exposure, contamination, or misuse. Staff must wear appropriate PPE, such as gloves, aprons, or masks, depending on the environment and the type of cleaning being carried out.

Staff must take particular care when moving furniture, using electrical equipment, or working in unfamiliar or cluttered environments. They should avoid lifting heavy objects alone, check for faulty wiring or unsafe appliances, and ensure that walkways are kept clear to minimise accidents. Any hazards identified must be reported immediately to a supervisor, and staff must not proceed with tasks they consider unsafe.

Safeguarding risks can also arise through unsafe working practices. For example, cleaners may observe signs of self-neglect, environmental neglect, or hazards within a client's home that pose a danger. Staff are required to report any safeguarding-related concerns promptly through the appropriate channels. Similarly, they must protect themselves by maintaining professional boundaries, avoiding isolated rooms when unnecessary, and leaving any environment where they feel unsafe or threatened.

Maintaining safe working practices also involves effective communication. Staff must keep supervisors informed of their location during visits, follow lone-working procedures, and report incidents, accidents, or near misses without delay. Supervisors will monitor working practices through periodic visits, reviews, and staff feedback to ensure that health and safety standards are consistently upheld.

Risk assessment is not a one-time task; it is an ongoing responsibility shared by all members of staff. By remaining vigilant and adhering to safe working practices, Martra Brush & Mopstick Cleaning Services Ltd ensures that services are delivered responsibly, safely, and in a manner that protects both staff and clients from harm.



14. DATA PROTECTION, CONFIDENTIALITY & RECORD-KEEPING

Martra Brush & Mopstick Cleaning Services Ltd is committed to ensuring that all personal and sensitive information obtained during the course of our work is handled lawfully, securely, and with the utmost respect for privacy. Protecting confidentiality is central to safeguarding, as inappropriate disclosure or mishandling of information can place individuals at risk and undermine trust in our services. All staff must comply with the Data Protection Act 2018 (UK GDPR) and the company's internal confidentiality procedures.

Personal data collected about clients, employees, or third parties must only be used for legitimate business purposes and must never be shared outside the organisation unless there is a lawful basis to do so. Staff must not discuss clients, their circumstances, or their properties with anyone not directly involved in service delivery. Information must be shared strictly on a “need-to-know” basis, ensuring that only those with authorised responsibility have access. This includes safeguarding concerns, where information-sharing must be proportionate, necessary, and in line with statutory guidance. Where a safeguarding concern indicates that an individual may be at risk of harm, data protection legislation permits information to be shared with relevant authorities even without consent.

All records related to safeguarding must be accurate, factual, and completed in a timely manner. Staff must document disclosures, observations, and concerns using approved company forms, clearly noting dates, times, and actions taken. The Designated Safeguarding Officer (DSO) is responsible for securely storing safeguarding documentation in a restricted-access system. These records will be retained in accordance with legal requirements, organisational policies, and statutory guidance, and will never be stored in personal notebooks, private devices, or informal messaging platforms.

Digital information, including emails and electronic files, must be stored securely using password-protected systems. Staff are strictly prohibited from storing client



information on personal devices, sharing files via personal email accounts, or using unapproved communication channels. Hard copy documents must be stored in locked cabinets within secure office spaces. Any suspected breach of data protection must be reported immediately to the DSO or relevant manager for investigation and corrective action.

Confidentiality standards also apply when working inside clients' homes. Staff must not photograph personal belongings, documents, or individuals, and must avoid accessing any information or items not directly relevant to their tasks. Conversations overheard in homes or workplaces must remain confidential. Staff must maintain professional discretion and avoid discussing clients in public spaces or online.

By upholding strong data protection, confidentiality, and record-keeping practices, Martra Brush & Mopstick Cleaning Services Ltd ensures that sensitive information is handled responsibly and that the rights, dignity, and safety of all individuals are protected at every stage of service delivery.

15. WHISTLEBLOWING PROCEDURES

Martra Brush & Mopstick Cleaning Services Ltd is committed to maintaining a culture of openness, transparency, and accountability. Whistleblowing plays a vital role in safeguarding by ensuring that staff feel confident and supported to raise concerns about wrongdoing, unsafe practice, or misconduct without fear of reprisal. All employees, contractors, and volunteers have a responsibility to speak up if they witness or suspect any behaviour that could put clients, colleagues, or the public at risk.

Whistleblowing refers to the act of reporting concerns about actions or omissions that are illegal, unethical, unsafe, or in breach of organisational policies. Such concerns may include abuse or neglect, fraud, harassment, breaches of professional boundaries, health and safety risks, or attempts to cover up wrongdoing. Staff are encouraged to raise concerns at the earliest opportunity, even if they are unsure whether the



behaviour qualifies as a safeguarding issue. It is always better to report in good faith than to remain silent and risk harm occurring.

Concerns should initially be reported to the Designated Safeguarding Officer (DSO) or a senior manager. Staff may raise concerns verbally or in writing, and all reports will be treated confidentially and with sensitivity. The company will investigate whistleblowing concerns promptly, impartially, and thoroughly, ensuring that appropriate actions are taken to address and resolve the issue. Staff who raise concerns will receive feedback on the outcome, insofar as confidentiality and legal requirements allow.

Martra Brush & Mopstick Cleaning Services Ltd strictly prohibits retaliation against any individual who raises a concern in good faith. This includes protection from dismissal, disciplinary action, bullying, or any form of disadvantage. Staff who victimise or penalise whistleblowers will face disciplinary action. If an employee feels unable to raise concerns internally or believes that the issue has not been handled adequately, they have the right to report directly to external organisations such as the local authority safeguarding team, the police, Public Concern at Work (Protect), or other relevant regulatory bodies.

Whistleblowing is an essential component of safeguarding and quality assurance. By encouraging a safe and supportive environment where concerns can be raised freely, Martra Brush & Mopstick Cleaning Services Ltd ensures that poor practice is addressed, risks are managed, and the highest standards of ethical and professional conduct are upheld across the organisation.

16. PARTNERSHIP WORKING

Martra Brush & Mopstick Cleaning Services Ltd recognises that safeguarding cannot be achieved by a single organisation acting alone. Protecting children, adults at risk, and vulnerable individuals requires effective collaboration between a wide range of partners, including local authorities, social care services, health professionals, emergency services, and voluntary and community organisations. We are therefore



committed to working in partnership with external agencies to ensure that safeguarding concerns are addressed promptly, responsibly, and in line with statutory guidance.

Our staff may come into contact with individuals who rely on additional support services or are already known to safeguarding authorities. In such cases, we will cooperate fully with multi-agency safeguarding procedures, sharing information lawfully and appropriately to ensure risks are managed effectively. When required, the Designated Safeguarding Officer (DSO) will liaise with local safeguarding boards, adult social care, children's social care, the police, and other relevant bodies to facilitate joint decision-making and coordinated responses.

Partnership working also enables us to learn from the expertise of other agencies and contribute to wider safeguarding objectives within the community. This may include participating in case discussions, attending multi-agency meetings when invited, and contributing to the development of shared safety plans. By engaging constructively with safeguarding partners, we ensure that individuals at risk receive the right support at the right time.

In addition to safeguarding partners, we value strong working relationships with our clients, their families, property managers, business owners, and other service providers. Clear communication, shared understanding, and mutual respect are essential in maintaining safe environments and delivering high-quality cleaning and home-help services. Where clients or families raise concerns, we will respond promptly, involve the appropriate agencies when necessary, and keep them informed within the bounds of confidentiality and legal requirements.

Through effective partnership working, Martra Brush & Mopstick Cleaning Services Ltd strengthens its safeguarding practices and supports a coordinated community response to protecting vulnerable individuals. Collaboration ensures that concerns are addressed holistically, risks are reduced, and the welfare of clients and staff remains central to all decisions and actions.



17. MONITORING & REVIEW

Martra Brush & Mopstick Cleaning Services Ltd is committed to maintaining high standards of safeguarding practice across all areas of the organisation. Regular monitoring and review of this policy are essential to ensure it remains effective, up to date, and fully aligned with current legislation, best practice guidance, and the operational needs of our service. Continuous improvement is central to our approach, and we actively seek opportunities to strengthen our safeguarding framework.

The Designated Safeguarding Officer (DSO), in collaboration with senior management, is responsible for ensuring this policy is reviewed at least annually. Reviews will also take place sooner if significant changes occur in safeguarding legislation, local authority procedures, or industry standards, or if learning emerges from safeguarding incidents, complaints, audits, or staff feedback. Any updates or amendments will be communicated promptly to all staff, contractors, and partners to ensure consistent application across the organisation.

Monitoring safeguarding practices is an ongoing responsibility. Supervisors and managers regularly assess how effectively staff understand and implement safeguarding procedures through supervision, spot checks, team meetings, and training evaluations. Records of safeguarding concerns, near misses, and complaints are reviewed to identify patterns, potential risks, and areas where additional support or training may be needed. Findings from monitoring activities will inform action plans aimed at improving practice and reducing future risks.

Staff are encouraged to contribute actively to the review process by providing feedback on the policy's clarity, practicality, and effectiveness. Open communication ensures that safeguarding procedures remain relevant and reflective of real working environments, particularly as our services expand or new challenges emerge. Staff input helps us maintain a strong safeguarding culture built on shared responsibility, transparency, and continuous learning.

Through regular monitoring and systematic review, Martra Brush & Mopstick Cleaning Services Ltd ensures that this Safeguarding Policy remains a robust and reliable tool for protecting clients, employees, and the wider community. This



commitment supports safe, high-quality service delivery and reinforces the organisation's dedication to safeguarding as a core organisational priority.

18. CONCLUSION

Martra Brush & Mopstick Cleaning Services Ltd is fully committed to creating a safe, respectful, and protective environment for all clients, staff, contractors, and members of the public. Safeguarding is at the heart of our service delivery, and every individual within the organisation has a responsibility to uphold the standards, procedures, and values outlined in this policy. Through robust training, clear reporting mechanisms, ongoing monitoring, and strong partnership working, we ensure that safeguarding remains an active and integral part of our everyday practice.

This policy reflects our dedication to preventing harm, promoting wellbeing, and responding swiftly and effectively to concerns involving children, adults at risk, or any vulnerable individual. By adhering to UK legislation, maintaining professional boundaries, and fostering an open culture where concerns can be raised without fear, we strengthen trust and protect the communities we serve. Our commitment is continuous, and we will continue to review and improve our safeguarding approach to ensure that our work is safe, high-quality, and aligned with the evolving needs of our clients and the wider safeguarding landscape.