

Keeping People Safe Policy

Policy Reference Number: CS03

Effective Date:	August 2025	Review Date:	August 2028
P&P Review Group Approval Date:	TBC	Board Approval Date:	N/A
Owner:	Assistant Director	Department:	Care and support
Issued To:	☐ Board of Management ☐ All Staff ☐ ET/LT ☐ Head Office Managers ☒ C&S Managers ☒ Department/Other: C&S staff	Method of Delivery:	☐ Annual Declaration ☒ Learn Pro Individual Sign Off ☐ Board Portal
Stakeholder Consultation	☐ All Staff ☐ Customer Engagement ☐ Union ☐ Employee Voices Group ☐ Head Office Managers ☒ C&S Managers ☒ Department/Other: C&S supported people	This policy will be reviewed every 3 from the date of implementation or earlier if deemed appropriate for any legislation or regulatory changes. If this policy is not reviewed within the above timescale, the latest approved policy will continue to apply.	
Equality Impact Assessment		Yes	Add link to assessment

Version Control

Date	Owner	Version	Reason for Change
July 25	Assistant Director Care and Support	2.0	Change Template Moved over to C&S

Summary of Changes

Section	Change
Procedure number	Changed to CS ref as sits within Care and Support suite
1.1	Included Health and Care (Staffing) (Scotland) Act 2019 Updated to reflect revised guidance dates on various legislation
2.0	Updated scope to reflect C&S responsibilities
3.0	Updated specific responsibilities within C&S
5.1	Removed reference to training staff to manage and deescalate challenging situations
5.2	Changed staff to care and support staff. Changed procedure numbers

6.2	Updated monitoring section
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1.0 Policy Statement

Ark has a range of duties and responsibilities for keeping people safe from harm or abuse. Ark will promote people's rights while minimising risk of harm to themselves, others and the wider public.

Ark will uphold statutory obligations to ensure people's rights are respected and that they are protected from harm or abuse without undue limits to their freedom.

Breaching this policy may result in disciplinary action, depending on the severity of the violation.

1.1 Legal & Regulatory Framework

This policy and associated procedures are written with regard to the following:

- Adults with Incapacity (Scotland) Act 2000;
- Adult Support and Protection (Scotland) Act 2007;
- Children (Scotland) Act 1995;
- Social Work Scotland Act 1968;
- Human Rights Act 1998;
- Equality Act 2010;
- Health (Tobacco, Nicotine, etc. and Care) (Scotland) Act 2016;
- National Guidance for Child Protection in Scotland (Scottish Government, updated 2023);
- Adult Support and Protection revised Code of Practice (Scottish Government, revised 2022);
- Codes of Practice for Social Services Employers and Employees (SSSC, 2024);
- Health and Social Care Standards (Scottish Government, 2017);
- Health and Care (Staffing) (Scotland) Act 2019.

2.0 Scope

This Policy applies to all Care and Support employees, including but not limited to:

- Employees;
- Agency staff;
- Students;
- Volunteers;
- Third party contractors.

3.0 Roles & Responsibilities

There is a range of standard expectations which underpin all policies. Read more about standard [role and responsibilities](#). In addition, the following specific responsibilities apply to this Policy.

Every individual within Care and Support is responsible for engaging proactively in terms of keeping our supported people safe. All staff are required to familiarise themselves with this Policy and comply with its terms, understand the standards of performance expected, and seek help and support if experiencing difficulties that may impact their ability to keep people safe.

Line Managers within Care and Support will be responsible for the effective implementation of this policy within their area of responsibility. They must also ensure that their staff are made aware of this policy and participate in relevant training.

Care & Support Managers must ensure that allegations and suspicions of harm or abuse are responded to, through accurate reporting to relevant agencies.

Care & Support Managers/ Operations Managers must ensure that any individualised procedures required are in place, reviewed and followed and appropriate risk assessments are completed and actioned.

Care & Support staff are required to familiarise themselves with this policy and comply with its provisions as well as undertake any training implemented as a result. Registered workers who do not comply with this policy may be referred to a SSSC fitness-to-practise panel.

All staff must report allegations and suspicions of harm or abuse to their line manager and record this accurately, while upholding people's rights to privacy, dignity and choice.

All staff must practice in a way that minimises risks to themselves and others, including through maintaining appropriate professional boundaries.

All agency staff, volunteers and students undertaking Care & Support duties are required to familiarise themselves with this policy and comply with its provisions. Students who do not comply with this policy may be referred to their institution, and SSSC fitness-to-practise panel if relevant.

Ark will ensure that the Public Sector Equality Duty is complied with when 3rd parties, such as contractors, are carrying out functions on behalf of Ark.

4.0 Related Policies, Procedures & Documentation

- CS02 Care Planning;
- CS03a Adult Support & Protection procedure;
- CS03b Child Protection procedure;
- CS03c Professional Boundaries;
- CS03d Food, Fluid and Nutrition procedure;
- CS06 Reducing Restrictive Practice;
- CS25 People at Risk of Choking;
- G32 Unacceptable actions:
- HS03 Risk Assessment;
- HS12 Lone Working guidance;
- HS12 Lone Working Risk Assessment;
- HR01 Recruitment & Selection;
- HR15 Whistleblowing.

[Ark's Vision, Mission & Values](#)

5.0 Keeping People Safe

5.1 Our employees

Procedures related to this policy will follow recognised best practice within the care sector.

Ark employees have a right to be safe from harm or abuse at work. We recognise that the nature of our work means that employees may have to respond to challenging situations. See: **HS12 Lone Working**, **CS17 Behaviour of Concern** and **CS06 Reducing Restrictive Practice**.

We will minimise the risk of harm to employees through robust assessment, health and safety protocols and training appropriate to job role.

The only appropriate relationship between an employee and an individual supported by Ark is a professional one focused on their assessed and legitimate needs.

Care & Support staff will be recruited in line with safer recruitment processes and will register with the SSSC. See **HR01 Recruitment & Selection**.

5.2 Protecting people from harm or abuse

Care & Support staff will be clear on what to do if they fail to make planned contact with a supported person, and at what point that person may be reported as missing.

Care & Support Managers must be familiar with any contractual agreement with their Health and Social Care Partnership about failed contact with a supported person. Good Life Support Plan / R&V (Risk & Vulnerability) documentation will contain the procedure for that individual.

All employees and board members will report any allegation or suspicion of the harm or abuse of an adult raised in the course of their work with Ark by following **CS03a Adult Support and Protection**.

We also have a responsibility to help keep children safe from harm or abuse. All employees and board members will report any allegation or suspicion of the harm or abuse of a child raised in the course of their work with Ark by following **CS03c Child Protection**.

We will always share information appropriately with other agencies in order to keep children and at-risk adults safe; for example, the police and social work department. This overrides any agreement of confidentiality between us and an individual.

We will support people to access independent advocacy.

All employees will report immediately any breach of professional boundaries by themselves, other employees, contractors, agency staff, students or any other person undertaking work for Ark; see **G57c Professional Boundaries**.

6.0 Training & Monitoring Requirements

6.1 Training

Care and Support staff will have training appropriate to their needs and to the needs of the organisation as identified on their individual learning plans. Ark will ensure that relevant employees have an awareness of this policy and receive adequate training to enable them to effectively fulfil their roles and ensure people are safe from harm and abuse.

6.2 Monitoring

Incidents and remedial actions relating to the safety of our supported people will be monitored via AIMS reporting as and when an incident occurs to measure the effectiveness of this policy and its associated procedures.

Contract monitoring will be undertaken at least annually or as specified with individual Health and Social Care partnerships as part of Ark's quality assurance procedure.

Care Inspectorate notifications will be submitted where an individual comes to harm whilst being in the care and support of Ark.