

Safeguarding at ABM

HR052 Version No.1



Objectives

- What is Safeguarding?
- Identify who Safeguarding at ABM applies too.
- Defining “abuse”.
- How to recognise potential abuse.
- What is good and bad practice associated with Safeguarding?
- Who should I tell and how do I record Safeguarding issues?
- Confidentiality and Consequences concerning Safeguarding.

Please remember this session is for you, the more you interact and ask questions the more you are likely to benefit.



What does the term “Safeguarding” mean?

“Safeguarding is ABM’s commitment to protect children and vulnerable adults from harm arising from contact with anyone acting on behalf of ABM”.

ABM recognises that the safety of children and vulnerable adults is a collective responsibility.

ABM has developed a specific policy to ensure that anyone working on behalf of ABM who comes into contact with children and vulnerable adults understands they have a role to play in keeping people safe.



Who does the Safeguarding policy apply to at ABM?

Our ABM Safeguarding policy and procedures apply to:

- All team members
- Agency workers
- Contractors
- Self-employed workers

Any other type of worker acting on behalf of the Company within:

- ABM Aviation UK Limited
- ABM Facility Solutions Limited
- ABM Technical Solutions Limited
- ABM Critical Solutions Limited.



What do we mean by Safeguarding “Children” and “Vulnerable Adults”?

Safeguarding a child is defined as:

- Anyone who has not reached their eighteenth birthday.

Safeguarding a vulnerable adult is defined as:

- An individual aged 18 or over who may need community care services because of a disability (mental or other), age, or illness.
- An individual is also considered vulnerable if they are unable to look after themselves, protect themselves from harm or exploitation or are unable to report abuse.



Who might be considered a “Vulnerable Adult”?

A vulnerable adult may include people who are defined as:

- Elderly and frail.
- Having a mental illness (including dementia).
- Having a physical or sensory disability (or a severe physical illness)
- Having a learning disability.
- A substance misuser.
- Being homeless.



Defining and spotting potential abuse.



Safeguarding against abuse.

Abuse is where someone does something (or fails to do something) to another individual, or to themselves, which puts them at risk of harm and impacts on their health and wellbeing.

Abuse may consist of a single act or repeated acts and can occur in any situation. It may be an act of neglect or an omission to act or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented or cannot consent.

Abuse is not restricted to any socio-economic group, gender or culture.

Abuse can take several forms, including the following:

- Physical abuse
- Verbal abuse
- Sexual abuse
- Emotional abuse
- Self-abuse
- Neglect
- Financial (or material) abuse



How do I spot potential abuse and what am I required to do?

Don't panic!

No one is asking you to become an expert in this area, just be vigilant to any potential activities that may require you to report any concerns you may have.

Having an awareness of certain indicators will help you when reporting any concerns and allegations appropriately.



Indicators of potential abuse.



What constitutes Physical Abuse?

Physical abuse:

This occurs where adults physically hurt or injure a child or vulnerable adult and examples include:

- Hitting
- Shaking
- Throwing
- Poisoning
- Burning
- Scalding
- Biting
- Supplying alcohol and/or drugs.



What constitutes Psychological Abuse?

Psychological/Emotional abuse:

This is the persistent emotional ill treatment that is likely to cause long term adverse effects on the individual's emotional development. Such abuse results from:

- Threats of harm or abandonment
- Being deprived of social or any other sort of contact
- Humiliation
- Blaming
- Controlling
- Intimidation
- Coercion
- Bullying.



What constitutes Sexual Abuse and Neglect?

Sexual abuse:

This occurs when adults use children or vulnerable adults to meet their own sexual needs. Examples include:

- All levels of sexual activity
- Providing access to pornography
- Talking to children or vulnerable adults in a sexually explicit manner.



Neglect:

This occurs when an adult fails to meet the child or vulnerable adult's basic physical and/or psychological needs. Examples of neglect may include:

- Withdrawal of food, shelter and clothing
- Failing to protect from physical harm or danger
- Failing to access appropriate medical treatment or care.



What constitutes Financial Abuse?

Financial abuse:

This is the use of a person's property, assets, income, funds or any resources without their informed consent or authorisation and is a crime. Examples of this include:

- Theft.
- Fraud
- Exploitation
- Undue pressure in connection with wills (property, inheritance)
- Financial transactions
- The misuse or misappropriation of property, possessions or benefits.



What is good
and bad
practice when
it comes to
Safeguarding?



Good and bad Safeguarding practices.

The primary aim of this session is to raise awareness, promote good practice and demonstrate ABM's commitment to safeguarding children and vulnerable adults from abuse, neglect and exploitation within our organisation.

Can you think of anything that might be included under the titles of good and bad Safeguarding practices based on what you already know?



Good Safeguarding practices.

Good Safeguarding practices should include:

- All children and vulnerable adults, whatever their age, culture, ability, gender, language, racial origin, religion, belief and/or sexual identity should be able to receive services in a safe environment.
- All suspicions and allegations of poor practice or abuse will be taken seriously, recorded and responded to swiftly.
- Anyone working on behalf of ABM will always work in an open environment and avoid private or unobserved situations whilst maintaining a safe and appropriate distance.
- All team members (and anyone working on behalf of ABM) has access to and know their responsibilities with regard children and vulnerable adults.
- Unnecessary physical contact is avoided at all costs (or be provided openly with individual consent and involvement with the appropriate service provider).



Bad Safeguarding practices.

Below are some examples of bad Safeguarding practices, to be avoided wherever possible.

- Spending unnecessary or excessive time alone with children and vulnerable adults.
- Taking children and vulnerable adults alone to another location, in car journeys or home.
- Engaging in rough, physical or provocative games or communication styles.
- Allowing or engaging in inappropriate touching.
- Allowing allegations to go unchallenged, unrecorded or not acted upon.



Reporting and recording Safeguarding information.



Reporting and recording accusations of abuse?

An allegation of abuse may be made in different ways, these may include:

- Being notified directly of a case of abuse.
- Observing whilst undertaking your duties.
- Via anonymous reports.

If abuse is reported, team members (and anyone working on behalf of ABM) should provide as much information as possible at the time of making the report.

The record should be confined to facts and **not include** personal opinion.

What information do you think should be submitted?



Reporting and recording accusations of abuse?

The information that should be submitted at the time of a Safeguarding accusation should include:

- The name, age and date of birth of the person making the complaint.
- Whether they are making a report about themselves or someone else.
- The nature of the allegation including dates, times, relevant information.
- Description of any injuries.
- Details of any witnesses.

Remember – **NO** personal opinions, just the facts!



Reporting and recording accusations of abuse?

It's important to remember:

All suspicions and allegations must be reported immediately, this can be done through:

- Your Contract Manager.
- Your designated Safeguarding Lead
- Through the entirely anonymous ABM compliance hotline.



ABM's Compliance Hotline (0800-069-8801 for the UK and 1-800-903-224 for Ireland) or online at: **abmhotlineeurope.ethicspoint.com** for the UK and Ireland.

Confidentiality must be maintained for all those involved with reporting suspicions of abuse. Information should be handled and disseminated on a need-to-know basis only.

In Summary.

- Defining Safeguarding.
- Identify who Safeguarding at ABM applies too.
- Defining “potential abuse”.
- How to recognise potential abuse.
- What is good and bad practice associated with Safeguarding?
- Who should I tell and how do I record Safeguarding issues?
- Confidentiality and Consequences concerning Safeguarding.

Together we can work to keep ourselves and our customers safe.





Thank You

GET IN TOUCH WITH US

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