PINEAPPLE PARTNERS

Child and Vulnerable Adult Protection Policy

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1. Purpose

This policy sits alongside our two safeguarding policies and deals with the practical, day-to-day standards we expect from everyone who represents Pineapple Partners: how to behave around children and vulnerable adults, how to respond when something is disclosed, and how concerns move from first suspicion to the right authority. If this document and a client's own protection procedures ever differ, the stricter standard applies.

2. Our statement

Every child and vulnerable adult who comes into contact with our business or our placed workers has the right to protection from harm, regardless of age, disability, gender, race, religion, belief, sex or sexual orientation. Protection is everyone's job: the directors, office staff, and every worker on assignment.

3. Good practice around the people we support

- Work in the open: avoid being alone with a child or vulnerable adult out of sight of others wherever possible.
- Keep relationships professional: no favouritism, no gifts to individuals, no contact through personal phones or personal social media accounts.
- Use appropriate language at all times and challenge others who do not.
- Physical contact only where necessary, appropriate to the situation, and never in secret.
- Respect privacy and dignity, especially where personal care or changing facilities are involved.
- Never dismiss what a young person or vulnerable adult tells you as exaggeration.

4. Photography and filming

Workers must not photograph, film or record the children or adults at risk they work with. Where a client's activity legitimately involves images, open days, marketing, activity records, it happens under the client's own procedures and consents, never on a worker's personal device.

5. If someone discloses to you

Stay calm and listen without interrupting. Take it seriously. Reassure the person they were right to tell you, but do not promise to keep it secret. Do not ask leading questions or investigate, your job is to receive the information, not to test it. As soon as possible, write down what was said in the person's own words, with date, time, setting and who was present, and sign it. Then report it the same day to the client's designated safeguarding contact and to our Safeguarding Lead, Mathew Vandermotten, on 0161 524 1715.

6. Responding to allegations and suspicions

Concerns fall into two broad kinds, and both matter. Allegations of abuse, something that suggests a child or vulnerable adult has been harmed or is at risk, go immediately to the statutory route: the client's designated lead, the local authority, and where a crime may have been committed, the police. Concerns about poor practice, behaviour that falls short of abuse but breaches this policy or professional boundaries, are reported to us and to the client, and are dealt with through supervision, retraining or our disciplinary process. Poor practice that is ignored becomes the environment in which abuse survives, so we treat it seriously.

If the concern is about our own Safeguarding Lead or a director, report it directly to the client's safeguarding lead or the local authority instead. No one at Pineapple Partners is exempt from this policy.

7. Confidentiality

Information about a concern is shared on a strict need-to-know basis: the people who must act on it, and no one else. Records are stored securely, separately from general personnel files, and retained in line with our data protection policies. Confidentiality is never a reason to withhold information from the statutory agencies.

8. Bullying

Bullying of a child or vulnerable adult, by an adult or by a peer, is a protection issue. Workers who witness bullying report it through the same channels, and clients' anti-bullying procedures are supported, not bypassed.

9. Concerns arising outside the placement

Sometimes a worker will learn of a risk that comes from outside the client setting, at home, online, or in the community, for example from something a child, a person being supported or a family member says or does. These concerns are reported in exactly the same way. It is for the statutory agencies, not us, to decide what happens next.

10. Information for police and social services

Where the police or social services request information as part of an enquiry, we provide it promptly and accurately through the Safeguarding Lead, keeping a record of what was shared,

with whom and why. We do not tip off the subject of an enquiry.

11. Review

This policy is reviewed annually by the Executive Management Team, and immediately after any incident or change in statutory guidance.