

Safeguarding Policy

Business name: CHRIS SHONE (Help Me Sort IT)

Owner: Chris Shone (Sole Trader)

Location: Suffolk, United Kingdom

Policy last reviewed: 20/11/2025

1. Purpose of this Policy

This policy sets out how I, Chris Shone, trading as *CHRIS SHONE (Help Me Sort IT)*, work to protect adults from abuse, harm, or neglect while receiving support services. Safeguarding is a core part of my responsibility as a sole trader operating in Suffolk.

2. Scope

This policy applies to all support activities carried out by *CHRIS SHONE (Help Me Sort IT)*. It covers my work with adults, their families, and any professionals I liaise with.

3. Key Safeguarding Principles

This policy is guided by the six principles of safeguarding as outlined in the Care Act 2014:

- Empowerment – supporting individuals to make their own decisions.
- Prevention – taking action before harm occurs.
- Proportionality – responding appropriately to the level of risk.
- Protection – offering support to those in greatest need.
- Partnership – working together with local authorities and professionals.
- Accountability – taking responsibility for my actions and decisions.

4. Types of Abuse and Neglect

- Physical abuse – hitting, slapping, misuse of medication, restraint.
- Emotional/psychological abuse – threats, humiliation, isolation.
- Sexual abuse – unwanted sexual activity or harassment.
- Financial abuse – theft, fraud, misuse of money or property.
- Neglect or acts of omission – failing to provide necessary care.
- Self-neglect – when someone does not care for themselves adequately.
- Discriminatory abuse – racism, sexism, disability discrimination, etc.

5. Recognising Signs of Abuse

I will remain alert to possible signs of abuse or neglect, including but not limited to:

- Changes in behaviour or mood.
- Unexplained injuries.
- Fear or withdrawal around certain people.
- Poor hygiene or living conditions.
- Missing money or personal possessions.

6. Reporting and Responding to Concerns

If I suspect abuse, neglect, or receive a disclosure, I will respond calmly and appropriately:

- Listen carefully and take concerns seriously.
- Reassure the person that they have done the right thing by telling me.
- Do not promise confidentiality; explain that I must share concerns to keep them safe.
- Record details factually — what was said, observed, times, dates, and who was involved.
- Report the concern to the Suffolk County Council Adult Safeguarding Team.

In an emergency, if someone is in immediate danger, I will call 999.

7. Key Safeguarding Contacts (Suffolk)

- Suffolk County Council Adult Safeguarding Team: 0808 800 4005
- Out of Hours Emergency Duty Service: 0808 800 4005
- Police (emergency): 999
- Police (non-emergency): 101

8. Confidentiality and Record Keeping

To promote a safe and professional service, I will:

- Maintain professional boundaries at all times.
- Hold an up-to-date DBS check.
- Complete regular safeguarding training.
- Follow GDPR requirements for client information.
- Respect the dignity, privacy, and independence of all customers.

9. Policy Review

This policy will be reviewed annually or following any safeguarding incident, to ensure it remains up to date and effective.

Signed: *Chris Shone*

Name: Chris Shone

Date: 20/11/2025