

Health & Care – Safeguarding and Abuse

YOUR STAFF

1. Do you:

(a) Carry out Disclosure and Barring Service (DBS) / Disclosure Scotland / Access Northern Ireland checks including whether they are on the Children Barred List or Adult First list?	Yes	No
(b) Verify the identity of all applicants prior to the commencement of employment?	Yes	No
(c) Verify the declared qualifications of all applicants prior to the commencement of employment?	Yes	No

2. Do you use the DBS Update Service provided by the UK Government? Yes No
 If 'No', how frequently do you refresh Disclosure and Barring Service DBS / Disclosure Scotland / Access Northern Ireland checks on all staff?

3. Do you obtain at least two references (one being from the latest employment) for all staff prior to offering employment, and do you ensure agency staff have been screened? Yes No
 If 'No' please explain why not:

4. Do you make enquires regarding any gaps in employment histories when reviewing references? Yes No
5. Where references are not available (including staff joining from overseas), what procedures (other than DBS checks) do you have in place (to assess) their suitability?

YOUR POLICIES & PROCEDURES

6. Have you a designated person responsible for all matters regarding the protection of children and vulnerable adults? Yes No
 If 'Yes', what is their job role, qualifications and experience?

7. Do you have written guidelines relating to the protection of children and vulnerable adults, including intimate care and appropriate contact, and incident reporting? Yes No
 (a) When were the guidelines last updated?

(b) What job role, qualifications and experience does the person who produced, or last updated the guidelines, hold?

8. Do you have a whistleblowing policy? Yes No

If 'Yes' When was the policy last updated?

9. Do you have a written procedure for dealing with complaints or concerns regarding abuse? Yes No

If 'Yes'

(a) When was the procedure last updated?

(b) Who evaluated the procedure and what job role or qualifications do they hold ?

10. Do you have written guidelines on the roles, responsibilities, and supervision, of all third parties who have contact with children or vulnerable adults, whether at your location or away from the premises? (This could include contractors, health or social care workers, visitors, or any other person) Yes No

Do such guidelines address the potential for abuse from unsupervised access? Yes No

If 'No', please provide further details:

TRAINING

11. Do you provide training to all relevant staff regarding your policies and procedures relating to children (including child protection) and vulnerable adults? Yes No

(a) Is the training provided to all staff during their induction? Yes No

(b) How frequently is the training provided to all existing staff ?

(c) How frequently is the training reviewed and, where necessary, refreshed?

(d) Are all staff required to certify that they have received the training, and read and understood the policies and guidelines, including when they are updated? Yes No

(e) Are the policies and guidelines easily accessible to all staff throughout the course of their employment? Yes No

12. Do you provide training to all relevant staff regarding the best practices for de-escalation and restraint? Yes No N/A

If 'Yes'

(a) How frequently is this training retaken?

(b) How frequently is this training material reviewed and refreshed?

YOUR DOCUMENT MANAGEMENT

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|--|-----|----|
| 13. Is all information relating to service users collected, used and retained in accordance with all applicable laws, regulations and codes of practice (including data protection legislation)? | Yes | No |
| 14. How do you store any correspondence (written and electronic) relating to complaints, allegations or concerns regarding abuse? | | |

YOUR COVER NEEDS & HISTORY

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|--|-----|----|-----|
| 15. What Limit of Indemnity do you require for Abuse cover? | | | |
| 16. If cover is needed for any period before this policy begins what Retroactive Date(s) do you require? | | | |
| 17. If the Retroactive Date is prior to the inception date of this policy is required, after enquiry, are you or any of your partners, directors or staff aware of any incident that could reasonably give rise to a claim for abuse which occurred during the retroactive period? | Yes | No | N/A |
| If 'Yes', please provide full details. | | | |
| 18. Have there ever been any allegations of abuse made against current or former directors, or any of your staff, or any other person with significant control or influence (including volunteers and agency staff)? | Yes | No | |
| (a) Were all allegations investigated in accordance with your safeguarding procedures? | Yes | No | |
| (b) Were any allegations substantiated? | Yes | No | |
| If Yes, please provide details : | | | |
| 19. Have all safeguarding shortcomings highlighted in CQC/Ofsted (or equivalent) or Local Authority inspections or audits been satisfactorily addressed and resolved? | Yes | No | N/A |
| If 'No', please provide further details | | | |

DECLARATION

I/We declare that to the best of my/our knowledge or belief, the statements and particulars given in this questionnaire are true and complete and that any other material facts likely to influence the acceptance and assessment of any insurance offered have been provided. (If you are in any doubt as to whether a fact is material, you should disclose it.)

I/We agree to inform Travelers Insurance Company Limited of any change to any material fact.

I/We also declare that if any information on this questionnaire has been written by another person on my/our behalf, that person acted as my/our agent for that purpose.

I/We declare that I/We have not suffered any loss/damage or incurred any liability (whether insured or not) as a result of the risk(s) for which cover is now required, or know of any incident which is likely to give rise to a loss that has not already been declared to Travelers Insurance Company Limited.

I/we have read the above and declare that to the best of my/our knowledge and belief the statements are true and complete.

Signature of the Proposer

Print name and position held

For and on behalf of

Date

NO COVER IS IN FORCE UNTIL CONFIRMED BY THE COMPANY

USING PERSONAL INFORMATION

How we treat information about you and your rights under data protection legislation

In order to provide our insurance services, we (Travelers Insurance Company Limited acting as a Data Controller) will collect certain personal information about you. The type of information that we collect will depend on our relationship with you. For example, you may be a Travelers policyholder, prospective policyholder or a third party making a claim under a Travelers insurance policy.

If you provide us with personal information about a third party, you should share this notice with them.

We will also collect different types of information depending upon the kind of insurance cover we are being asked to provide or the kind of claim we are being asked to assess or pay.

Some of the information we collect may be classified as 'special category data', which is data that may contain information about physical or mental health, religious beliefs and criminal and disciplinary offences (including convictions).

Your personal information may be used in a number of ways including:

- considering an application for insurance,
- providing and administering an insurance policy,
- handling claims including claims validation,
- preventing and detecting fraud, including providing information to the relevant authorities.

Where relevant, we will share your information with other companies in the Travelers group, third parties such as claims handlers, loss adjusters, other insurers and reinsurers, fraud prevention agencies, service companies associated with our products, or as required by law (including providing the information to government or regulatory authorities). This may involve the transfer of your information to countries inside and outside the European Economic Area.

If your policy includes motor cover, your policy details will be added to the Motor Insurance Database (MID), run by the Motor Insurers Information Centre (MIIC).

We may also use your personal information for marketing purposes, but only in accordance with your marketing preferences.

For more information about how we process your data and the rights you have, please click <http://www.travelers.co.uk/main/privacy-policy.aspx>



Travelers operates through several underwriting entities through the UK and across Europe.
Please consult your policy documentation or visit the websites below for full information.