PROSPERO GROUP

Suspension & Termination of Services Policy

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Definitions

- **Adult at Risk** – any person aged 18 years and over, who is or may be in need of community care services by reason of mental health issues, learning or physical disability, sensory impairment, age or illness and who is or may be unable to take care of him/herself or unable to protect him/herself against significant harm or serious exploitation.
- **Child/Children** - any person under the age of 18.
- **Client** – an organisation, which engages with Prospero Group to purchase Work-Finding Services. This includes, amongst others: Schools, Local Authorities, Care Homes, Universities, Parents/Carers and Private Sector organisations.
- **Parent/Carer or Guardian** – a person who has parental responsibility for, legal responsibility for, or provides day-to-day care and support to a child or adult at risk.
- **Prospero Group** – is comprised of three entities: Prospero Teaching, Prospero Health & Social and Prospero Integrated.
- **Service User** – is defined to mean Child, Children or Adult at Risk.
- **Suspension of Services** – a temporary pause in the delivery of services or a placement pending investigation, review, risk assessment or implementation of appropriate support measures.
- **Temporary Worker** – an individual receiving Work-Finding Services, delivered by Prospero Group. This includes, amongst others: Teachers, Tutors, Teaching Assistants, Care Assistants, Support Workers and Nurses.
- **Termination of Services** – the permanent ending of a placement or package of support.
- **Work-Finding Services** – taken to mean recruitment activity, advertising of roles and provision of work-related training, provided by Prospero Group.

Purpose and Scope

Prospero Group is committed to providing safe, effective and appropriate services whilst promoting the welfare, wellbeing and safety of Service Users, Temporary Workers and all individuals involved in the delivery of services.

This policy sets out the circumstances in which a placement or service may be temporarily suspended or permanently terminated, together with the processes that should be followed where concerns arise regarding safeguarding, health and safety, welfare, conduct or the safe delivery of services.

This policy applies to all Services Users, Parents/Carers or Guardians, Clients, Temporary Workers and any other individual whose actions may affect the safe and effective delivery of services provided by Prospero Group.

Decision-Making Framework

Prospero Group recognises that a temporary suspension may be necessary to protect the safety and wellbeing of Service Users, Temporary Workers and others whilst concerns are reviewed.

Where appropriate, the aim will be to support the continuation of services through reasonable adjustments, additional support measures or alternative arrangements.

Any decision to suspend or terminate services will be considered on a case-by-case basis, taking account of:

- Safeguarding concerns;
- Risk assessments;
- The welfare and safety of all individuals involved;
- The views of the Client and relevant stakeholders;
- Legal, regulatory and contractual obligations.

Grounds for Suspension

A placement or service may be temporarily suspended for reasons including, but not limited to:

- A safeguarding concern involving a Service User or Temporary Worker;
- An allegation made against a Temporary Worker;
- Actual or perceived risk of harm or injury;
- Unsafe working conditions;
- Behaviour presenting a risk to a Temporary Worker or others;
- Serious disruption preventing the safe delivery of services;
- Ongoing investigations by Prospero Group, the Client or statutory agencies;
- Any situation where continuing services is deemed unsafe or inappropriate pending further review.

Suspension of Services

A suspension may be initiated by:

- Prospero Group;
- The Client;
- A Parent/Carer or Guardian;
- A Temporary Worker where there are immediate safety concerns.

Where a Parent/Carer or Guardian requests a suspension of services, the request must be discussed with and confirmed by the Client before the suspension is formally implemented, unless there is an immediate safeguarding or safety concern requiring temporary cessation of services.

Where a Temporary Worker believes there is an immediate risk to safety, they should follow relevant safeguarding and escalation procedures. Service Users must not be left unattended unless appropriate arrangements have been made and it is safe to do so.

During a period of suspension, Prospero Group may:

- Undertake enquiries or investigations;
- Complete risk assessments;
- Liaise with the Client and relevant parties;
- Consider alternative staffing arrangements;
- Consider whether services can safely resume.

Outcomes Following Suspension

Following review, one or more of the following outcomes may apply:

- Services resume with the existing Temporary Worker;
- Services resume with additional support measures;
- A replacement Temporary Worker is assigned;
- Alternative arrangements are agreed with the Client;
- The placement or package of support is terminated.

Termination of Services

The termination of a placement or package of support may only be authorised by Prospero Group and/or the Client.

Where a Parent/Carer or Guardian requests that services be terminated, this request must be discussed with and confirmed by the Client before services are formally ended.

A placement or package of support may be terminated where:

- Safeguarding concerns cannot be satisfactorily resolved;
- There is a significant risk to the safety or wellbeing of any individual;
- Serious or repeated incidents have occurred;
- Professional relationships have irretrievably broken down;
- Safe service delivery is no longer possible;
- The Client determines that the service is no longer required or appropriate;
- Prospero Group determines that it is unable to safely or appropriately continue providing services.

Safeguarding Procedures

Prospero Group will follow established safeguarding procedures in accordance with local and national guidance. Where safeguarding concerns are identified, this may include sharing information with or contacting the police, social services or other relevant authorities, as appropriate.

Data Protection

Prospero Group is committed to protecting the privacy and confidentiality of personal data. All personal data processed under this policy will be handled in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and Prospero Group's data protection policies and procedures.

Enforcement

This policy will be enforced by Prospero Group's CEO, Managing Director, Operations Directors, Head of Compliance & Safeguarding and Data Protection Officer.

Failure to adhere to this policy may result in appropriate action being taken. For Temporary Workers, this may include the suspension or termination of Work-Finding Services and referral to the Disclosure and Barring Service (DBS) and/or relevant professional body, where applicable. Prospero Group also reserves the right to suspend or terminate its relationship with any Client where safeguarding concerns, breaches of this policy, or actions that place Service Users at risk are identified.

Review

This policy will be reviewed annually and updated as necessary to reflect changes in legislation, government guidance and best practice.