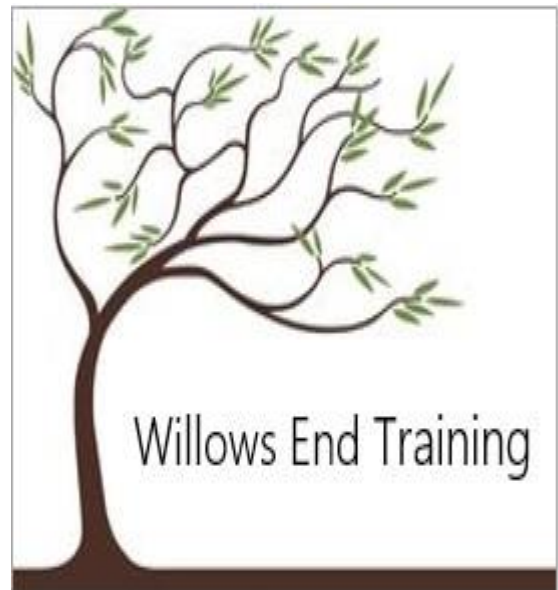


VERSION 3.0 – MAR 2020



Safeguarding Policy & Procedures

Indicative Responsibilities of the Designated Safeguarding Officer

- To be accountable for Willows End Training's safeguarding practice.
- To ensure that safeguarding is afforded priority at the most senior level within Willows End Training.
- To ensure that sufficient resources are available to fulfil safeguarding responsibilities.
- To develop organisation-wide procedures, practice and guidance for safeguarding ensuring procedures are in place for managing allegations against staff, safeguarding, whistle-blowing and safe recruitment practices.
- To ensure that secure records of safeguarding concerns are stored and shared appropriately.
- To ensure that review systems are in place to incorporate new guidance and legislation as appropriate.
- To maintain currency of training relating to identifying signs of abuse and appropriate referral.
- To ensure Willows End Training's safeguarding policy is updated and reviewed regularly.
- To refer cases of suspected abuse or allegations to the relevant investigating agencies.
- To act as a source of support, advice and expertise within Willows End Training when deciding to make a referral by liaising with relevant agencies.
- To ensure all members of staff and other relevant parties have access to and understand the Safeguarding policy.
- To ensure all staff have induction training covering Safeguarding and are able to recognise and report any concerns immediately.
- To keep detailed, accurate and secure written records of referrals / concerns.
- To arrange on-going training and guidance for staff appropriate to ensuring safeguarding.

Introduction to the policy

This policy states the responsibilities and commitment of Willows End Training in relation to safeguarding and promoting the welfare of children, vulnerable young people and vulnerable adults, in response to current Legislation and guidance.

A **Child/vulnerable young person** – in accordance with The Education Act 2002, and therefore in accordance with the law, is “anyone who has not yet reached their 18th birthday...” Willows End Training shall regard any young person below the age of 18 as a child/vulnerable young adult.

Safeguarding and protection are different in that:

- **Safeguarding** is the word that applies to all the work an organisation does to provide a safe, positive and friendly environment for its learners. It means actively seeking to involve everyone in keeping learners safe and promoting their welfare. In this sense, ‘safeguarding’ is anticipatory and preventative and is the responsibility of one and all.
- **Protection** is a central part of safeguarding and promoting welfare. It is the process of protecting individual learners identified as either suffering or at risk of suffering significant harm as a result of abuse or neglect. In this sense, ‘protection’ refers to the procedures that come into force when there is a particular concern or incident. Protection is a statutory responsibility; it only focuses on abuse or neglect.

Effective safeguarding helps to reduce the need for protection, but it is vital to have rigorous and clear procedures in place in case a problem arises. If a learner suggests that they are being abused or if someone reports abuse or bad practice that could put a learner’s welfare at risk, these procedures must be understood and followed by everyone involved.

Policy Statement

Willows End Training is committed to safeguarding and promoting the welfare of children, vulnerable young people and vulnerable adults, and to providing a safe environment in which they can develop educationally, socially and emotionally, free from harm or abuse. Willows End Training expects all members of staff and others who work with or come into direct contact with Willows End Training learners to share this commitment.

Willows End Training recognises that all learners regardless of age, disability, gender, race, religion or belief, sexual orientation or identity have the right to equal protection from all types of *harm* or *abuse*.

Definitions of Harm and Abuse

- **Harm** means ill-treatment or impairment of health and development, including, for example, impairment suffered from seeing or hearing the ill-treatment of another; Development means physical, intellectual, emotional, social or behavioural development; Health includes physical and mental health; Ill-treatment includes sexual abuse and other forms of ill treatment which are not physical.
- **Vulnerable young adult sexual exploitation (CSE)** is a type of sexual abuse. Children vulnerable young adult in exploitative situations and relationships receive something such as gifts, money or affection as a result of performing sexual activities or others performing sexual activities on them.
- **Honour based violence** - Honour based violence is a violent crime or incident which may have been committed to protect or defend the honour of the family or community.
- **Female Genital Mutilation (FGM)** - Safety from sexual exploitation, female genital mutilation and forced marriage.
- **Abuse and Neglect** are forms of maltreatment. Somebody may abuse or neglect a child/vulnerable young adult by inflicting harm or failing to act to prevent harm. Children/vulnerable young adults may be abused in a family or in an institutional or community setting, by those known to them, or, more rarely, by a stranger. They may be abused by an adult or adults or another child/vulnerable young adult or children/vulnerable young adults.

Categories of Abuse

- **Physical Abuse:** This may involve hitting, shaking, throwing, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child/vulnerable young adult. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child/vulnerable young adult.
- **Emotional Abuse:** This is the persistent emotional ill-treatment of a child/vulnerable young adult such as to cause severe and persistent effects on the child/vulnerable young adult's emotional development. It may involve

conveying to the child/vulnerable young adult that they are worthless and unloved, inadequate, or valued only so far as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on the child/vulnerable young adult. These may include interactions which are beyond the child/vulnerable young adult's developmental capability as well as overprotection and limitation of exploration and learning, or preventing the child/vulnerable young adult from participating in normal social interaction. It may involve seeing or hearing the ill treatment of another. It may involve causing the child/vulnerable young adult frequently to feel frightened or in danger, or the exploitation or corruption of the child/vulnerable young adult. Some level of emotional abuse is involved in all types of ill-treatment of a child/vulnerable young adult, though it may occur alone.

- **Sexual Abuse and child/vulnerable young adult sexual exploitation:** This involves forcing or enticing a child/vulnerable young adult to take part in sexual activities, including prostitution whether or not the child/vulnerable young adult is aware of what is happening. For those under 16, even if the child/vulnerable young adult is not forced or enticed and the sexual relationship is consensual, this is a criminal offence and must be reported. The activities may involve physical contact, including penetrative (e.g. rape, buggery or oral sex) or non-penetrative acts. They may include non-contact activities, such as involving child/vulnerable young adult in looking at, or in the production of, pornographic materials or watching sexual activities, or encouraging child/vulnerable young adult to behave in sexually inappropriate ways.
- **Neglect** is the persistent failure to meet a child/vulnerable young adult's basic physical and/or psychological needs, likely to result in the serious impairment of the child/vulnerable young adult's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse.

Once a child/vulnerable young adult is born, neglect may involve a parent or carer failing to:

- Provide adequate food and clothing, shelter (including exclusion from home or abandonment)
- Protect a child/vulnerable young adult from physical and emotional harm or danger

- Ensure adequate supervision (including the use of inadequate caretakers) Ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to a child/vulnerable young adult's basic emotional needs.
- **Significant Harm:** Some young people may be in need because they are suffering or likely to suffer significant harm. The Child/vulnerable young adult Act V Section 47 (1) introduced the concept of significant harm as the threshold that justifies compulsory intervention in family life in the best interest of the young person.
- **Self-Neglect:** This is not a direct form of abuse but staff need to be aware of it in the general context of risk assessment/risk management and to be aware that they may owe a duty of care to a vulnerable individual who places him/herself at risk in this way.
- Incidents of abuse may be multiple, either to one person in a continuing relationship or service context - or to more than one person at a time. Patterns of abuse and abusing vary and reflect very different circumstances.

These include:

- *Serial abusing – “grooming” vulnerable individuals. Sexual abuse usually falls into this pattern as do forms of financial abuse*
- *Long term abuse in the context of an ongoing family relationship such as domestic violence, situational abuse which arises because pressures have built up and/or because of difficult or challenging behaviour*
- *Neglect of a person's needs because those around him or her are not able to be responsible for their care, for example, the carer may have issues such as debt, alcohol or mental health problems*
- *Failure to ensure staff receive appropriate guidance on anti-racist and anti-discriminatory practice*
- *Failure to access key services*

Purpose and Scope of the Safeguarding Policy

The purpose of this Policy is to:

- Provide a framework for protecting children/vulnerable young adults, young people and adults from abuse of any kind.
- Establish a safe environment in which learners can learn and develop.
- Identify children/vulnerable young adults and young people who are suffering or likely to suffer significant harm, and taking appropriate action with the aim of making sure they are kept safe.
- Ensure staff are appropriately recruited, trained and managed and understand their responsibilities with regard to safeguarding.
- Ensure staff are clear that they are responsible for their own actions and behaviour and avoid any conduct which would lead any reasonable person to question their motivation and intentions.
- Identify the arrangements for dealing with allegations of abuse against members of staff.
- Ensure the arrangements are effective in practice and remain up-to-date with current legislation through regular review.
- This policy deals with the protection of child/vulnerable young adult and young people and covers adults within the broader definition of safeguarding.
- The term “vulnerable” has now been amended in the Protections of Freedoms Act 2012 to identify the activities which, if an adult requires them, lead to that adult being considered “vulnerable” at that particular time, e.g. if a person provides personal care for an adult.
- The term “learners” when used throughout this Policy includes children/vulnerable young adults, young people and adults within the broader definition of safeguarding.
- This policy applies to all staff, agency workers, volunteers and others who work with or come into direct contact with Willows End Training learners.
- The term “staff” when used throughout this policy includes agency workers or other temporary staff and volunteers.

Creating a Safe Environment

- Willows End Training's ethos promotes a positive, supportive and secure environment and gives learners a sense of being valued.

Willows End Training recognises that:

- Some children/vulnerable young adults may be especially vulnerable to abuse.
- Children/vulnerable young adults who are abused or neglected may find it difficult to develop a sense of self-worth and to view the world in a positive way. Whilst in training, their behaviour may be challenging.
- Children/vulnerable young adults can be victims and perpetrators of abuse.
- Children/vulnerable young adults and young people who harm others may have been abused themselves.
- Allegations can be made against staff, however careful and safe our recruitment practices.

Willows End Training will endeavour to support learners through:

- Ensuring they are made aware of whom at Willows End Training they can approach if they are worried and how to make contact.
- Providing appropriate opportunities whilst in training to develop the skills they need to recognise and stay safe from abuse, e.g. through learner induction.
- Ensuring learners know that some behaviour is unacceptable but also ensuring learners know they are valued and not to be blamed for any abuse which has occurred.
- Liaison with other agencies that support the learner.

Willows End Training will adopt a culture of vigilance by:

- Ensuring learners and staff are made aware of the requirement to comply with the Acceptable User Policy for IT systems.
- Ensuring that Willows End Training's safeguarding arrangements are widely known.
- Ensuring all staff are trained and regularly updated in the company's safeguarding arrangements and practices.
- Ensuring all staff are made aware of how to recognise and report effectively and appropriately safeguarding concerns.
- Ensuring all safeguarding concerns raised are dealt with or referred appropriately.
- Keeping written records of concerns about learners, even where there is no need to refer the matter immediately.
- Ensuring all records are kept securely, separate from the main learner file and in a locked location.
- Notifying relevant services if there is an unexplained absence of more than two days of a learner who is subject to a child/vulnerable young adult protection plan.
- Ensuring that where a learner who is subject to a child/vulnerable young adult protection plan leaves, the learner's social worker is informed.
- Developing effective links with relevant agencies and co-operate as required with their enquiries regarding child/vulnerable young adult protection matters including attendance at case conferences.
- Ensuring that safe staff recruitment practices are in place.
- Having in place and then following procedures where an allegation is made against a member of staff, agency worker, volunteer or other person engaged by Willows End Training.

Standards of Behaviour Expected of Staff

- Willows End Training recognises that it is not practical to provide definitive instructions that would apply to all situations at all times whereby staff come into contact with learners, or to guarantee the protection of learners and staff at all times.
- Notwithstanding above, there are standards of behaviour required of staff in order to fulfil their roles and to protect both learners and staff.
- In order to protect the safety and well-being of learners all staff:
 - Are responsible for their own actions and behaviour and should avoid any conduct which would lead any reasonable person to question their motivation and intentions.
 - Work in an open and transparent way.
 - Work with other colleagues where possible in situations that could be open to question.
 - Take advice from the Designated Safeguarding Officer over any incident which may give rise for concern.
 - Apply the same professional standards regardless of diversity issues.
 - Be aware of information-sharing and confidentiality policies.
 - Be aware that breaches of the law and other professional guidelines could result in criminal or disciplinary action being taken against them.

Staff must never:

- Allow or engage in indecent or inappropriate touching of any kind and ensure professional boundaries are maintained at all times.
- Restrain a child/vulnerable young adult or young person physically unless the restraint is to prevent physical injury of the child/vulnerable young adult/other child/vulnerable young adult/visitors or staff/yourself. In all circumstances, physical restraint must be appropriate and reasonable; otherwise the action can be defined as assault.
- Make sexually suggestive comments to or within earshot of a child/vulnerable young adult or young person.

- Have a child/vulnerable young adult or young person on their own in a vehicle. However, in exceptional circumstances requiring the transportation of a child/vulnerable young adult or young person in their vehicle, another member of staff/volunteer must travel in the vehicle. Also, it is essential that there is adequate insurance for the vehicle to cover transporting a child/vulnerable young adult or young person as part of the business of your work. In extreme emergencies (for medical purposes) where it is required to transport a child/vulnerable young adult or young person on their own, it is essential that another member of staff and, where practicable, the parent is notified immediately.
- Take a child/vulnerable young adult or young person to the toilet unless another authorised adult is present or has been made aware.
- Spend time alone with a child/vulnerable young adult or young person on his/her own, outside of the normal tutorial/classroom situation. If you find you are in a situation where you are alone with a child/vulnerable young adult or young person, make sure that you can be clearly observed by others.
- Engage in a personal relationship with a learner that would not be appropriate for a normal trainer/learner relationship.
- Implications for staff failing to meet the required standards of behaviour:
- Staff who breach the standards of behaviour may be subject to the provisions of the Willows End Training Staff Disciplinary Procedures.
- If an allegation against a member of staff has occurred, then an investigation will be carried out in accordance with the above.

Dealing with Learner Referrals

- If you suspect that a learner who is under 18 years of age is at risk of or is being abused, or is injured, marked, or bruised in a way which might raise doubt, you are legally required to report it immediately to the Designated Safeguarding Officer. If in any doubt, always report.
- Where an explanation given by the child/vulnerable young adult or young person appears inconsistent or suspicious, staff must report immediately to the Designated Safeguarding Officer.

- If the learner is over 18 you should still report to the Designated Safeguarding Officer who may be able to signpost the individual to appropriate support outside of Willows End Training.
- Even if staff have only heard rumours of abuse, or have a suspicion but do not have firm evidence, they must still contact the Designated Safeguarding Officer to raise concerns.
- In the absence of the Designated Safeguarding Officer, the Managing Director will act as the referral point for all safeguarding matters.

Guidelines for Staff When Responding to Disclosures

- Disclosures or information may be received from learners, parents, staff or members of the public. Willows End Training recognises that those who disclose such information may do so with difficulty, having chosen carefully to whom they will speak. Accordingly, all staff will handle disclosures with sensitivity.
- Staff must not investigate the matter themselves but must follow the guidelines set and pass on immediately to the Designated Safeguarding Officer.
- If a learner comes to you with a report of apparent abuse, respond calmly and positively. Do not show your emotions – if you show anger, disgust or disbelief, they may stop talking. This may be because they feel they are upsetting you or they may feel your negative feelings are directed towards them.
- Listen carefully to the learner and allow them to speak without interruption.
- Never trivialise or exaggerate the issue.
- Never make suggestions.
- Never coach or lead the learner in any way.
- Reassure the learner; let them know you are glad they have spoken up and that they have done the right thing in telling you.

- Make a factual note of what the learner is saying. Try to use the learner's own words; do not add your own interpretation, although factual details of how they looked and behaved are useful, e.g. "He had a black eye and was crying".
- Always ask enough questions to clarify your understanding but do not probe or interrogate – no matter how well you know the young person – spare them having to repeat themselves over and over.
- Be honest – let them know that you cannot keep this a secret; you will need to tell someone else but explain that only those who "need to know" will be told.
- Try to remain calm – remember this is not an easy thing for them to do.
- Let the learner know that you are taking the matter very seriously and make them feel safe and secure without causing them any further anxiety.
- Report the matter immediately to the Designated Safeguarding Officer.
- Your report must contain as much detail as possible, including any apparent physical signs of abuse or other circumstances which led to your suspicions. If the learner has disclosed, then provide a written account of the information given to you by the learner as accurately as you were able to record it. A report template is attached at Appendix 1. However, staff must not delay reporting due to lack of time to complete the template. Immediate referrals can be made using the Designated Safeguarding Officer email or direct line.
- The Designated Safeguarding Officer will let you know who will be dealing with the referral. Once you have reported the concern the responsibility for taking any further decisions or actions resides with the Designated Safeguarding Officer.
- Only the Designated Safeguarding Officers or the Managing Director can make a decision to refer a complaint or allegation to external agencies, including the Local Authority Designated Officer (LADO), Social Services, the Police, or other relevant agencies, having gathered and examined all relevant testimony and information.

Detailed of How Information is Recorded

- Once a learner referral is made, the Designated Safeguarding Officer will follow Willows End Training's detailed procedures for handling Safeguarding referrals. This includes arrangements for confidential storing of records.

Confidentiality Statement

- The safety and well-being of the child/vulnerable young adult or young person is paramount. Staff may have access to confidential information about learners in order to undertake their everyday responsibilities. In some circumstances, staff may be given highly sensitive or private information. They must never use confidential or personal information about a learner or his/her family for their own or others' advantage. Information must never be used to intimidate, humiliate, or embarrass a learner.
- Confidentiality and trust must be maintained as far as possible but staff must act on the basis that the safety and well-being of the learner is paramount. The degree of confidentiality will be governed by the need to protect the learner. The member of staff to whom the learner is making the disclosure needs to be open and honest with them from the outset and not promise to keep information confidential.
- When abuse is alleged or suspected, the member of staff has a duty to pass information on without delay to the Designated Safeguarding Officer. If a member of staff is in any doubt about whether to share information or keep confidential, they should refer the matter to the Designated Safeguarding Officer.
- Willows End Training complies with the requirements of the Data Protection Act 1998 but the DPA does not prevent staff from sharing information where this is necessary to protect the safety and well-being of the learner.

Safer Recruitment of Staff

- Willows End Training undertakes to ensure that the staff they employ are fit to work with learners. It also reserves the right to refuse to employ staff whom it has a reasonable belief may pose a risk to its learners. Willows End Training has systems in place to prevent unsuitable people from working with learners and to promote safe practice. These systems apply to all new staff and require the following checks to be made pre-appointment or directly following appointment.
 - *A minimum of 2 satisfactory references, one of which should be from the current or most recent employer. All references must cover a 5-year employment period.*
 - *Original documentary evidence checks of identify, nationality, residence and “right to work” status will be checked at the formal interview stage.*
 - *An Enhanced Disclosure and Barring of employment Service (DBS) Disclosure is completed for all those in “regulated activity” for all new members of staff on the first day with Willows End Training. All new staff members will be shadowed until a DBS has been received by Willows End Training.*
 - *A check under Section 142 of the Education Act 2002 (previously known as “List 99”) will be undertaken for all workers who are not eligible for an enhanced DBS.*
 - *Original documentary evidence of qualifications will be provided by the new applicant at the formal interview stage.*

- Staff new to Willows End Training receive a comprehensive overview of safeguarding during their initial induction, in particular how to recognise, respond and report abuse or suspected abuse, followed by a full safeguarding training session.

- All new staff members complete a 6-month probationary period to monitor and review whether they are suitable for the post and safe to work with children/vulnerable young adults or adults at risk of harm. During this time, close supervision takes place regularly and written records are kept of all sessions. If the probationer's performance (including work performance, conduct, behaviour and attendance) does not meet required standards, performance or conduct then action may be taken which includes, but is not limited to the following:
 - *The probationer's employment may be confirmed.*
 - *The probationary period should be extended.*
 - *The probationer continues employment but in a lower graded job.*

- *The probationer should be dismissed with notice.*

Allegations against Staff

- Willows End Training recognises that the vast majority of staff who work with learners act professionally and aim to provide a safe and supportive environment which secures the well-being of learners. However, it is also recognised that there are times when tensions and misunderstandings can occur. It is here that the behaviour of staff can give rise to allegations of abuse being made against them. Allegations may be malicious or misplaced and may arise from different perceptions of the same event. However, when they occur they are inevitably distressing and difficult for all concerned.
- Equally, Willows End Training recognises that some allegations will be genuine and there are adults who will deliberately seek out, create or exploit opportunities to abuse young people. It is therefore Willows End Training's responsibility to ensure that appropriate steps are taken to safeguard learners and that the adults working with them, regardless of their responsibilities or role within the Company, are safe to do so.
- The primary concern for Willows End Training is to ensure the safety of the learner. It is essential in all cases of suspected abuse by a member staff that action is taken quickly and professionally whatever the validity.
- All allegations of abuse, or concerns raised against members of staff are always treated seriously and will be investigated by the Company in the first instance unless it is serious enough that immediate intervention by the children/vulnerable young adult's social care service, the Local Authority Designated Officer (LADO) and/or the police is required.

Safeguarding Concern Form

Full name of learner	Date of Birth	Age	Gender
Apprenticeship Programme		Employer & Location	
Resides with?	Emergency contact details if known		
Factual description of nature of concern (include dates and times of any specific incidents)			
Name of person making the referral :	Contact Number	E-mail	Date
Safeguarding Officer		Date received	

This section to be completed by the Designated Safeguarding Officer
 Individuals/agencies involved to date

Role/Service	Contact Name	Contact Number

Action to be taken

Action	Who is involved?	By when?

Outcome

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Review Date _____

Details of Review Findings

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