

Safeguarding Policy

Aim

Transit Community Support CIC (TR-CS) is committed to providing a safe environment for all its clients, beneficiaries, and staff free from discrimination on any ground and any form of harm, abuse and harassment including sexual harassment in the workplace, learning environment, at home, through on-line computer networks or in relationships.

1. Scope

1.1. The overarching purpose of this policy is to promote wellbeing, prevent harm and respond effectively if concerns are raised. The policy will provide information to staff, contractors, volunteers, agency workers and associates on their role and responsibilities for safeguarding clients and learners.

1.2. It provides procedural guidance on actions to take should anyone suspect a client or learner is at risk from harm, abuse, discrimination, or exploitation or if an allegation is made.

1.3. This procedure should be read in conjunction with the following policies, procedures, and guidance:

- Safeguarding Policy Statement
- Safeguarding Appendix, A Signs and symptom of abuse
- Safer Recruitment Policy
- Equality & Diversity Policy Statement
- Equality & Diversity Policy
- Glossary of terms & guidance notes
- E-safety and acceptable use of technology policy
- Whistle blowing procedure

2. Principles

2.1 To ensure compliance with moral, ethical, and legal requirements and best practice guidance namely:

- Children Act 1989
- Children Act 2004
- Safeguarding Vulnerable Groups Act 2006
- Education Act 2002
- Education Act 2011
- Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 as amended) (Updated 2014)
- Working Together to Safeguard Children 2018
- "No secrets" guidance DoH 2000
- Every Child Matters, 2004 (Updated 2018) (<http://www.workingwithkids.co.uk/every-child-matters-policy-explained.htm>)
- The Equality Act 2010
- Immigration, Asylum and Nationality Act 2006
- Immigration Act 2014
- Human Rights Act 1998

- Data Protection Act 2018
- General Data Protection Regulations 2018
- Safeguarding Children and Safer Recruitment in Education 2010 (DCSF)
- Local Safeguarding Adults Board Policy
- Local Safeguarding Children's Board Policy
- Safer practice, safer learning: A whole-organisation approach to safeguarding vulnerable adults for the learning and skills sector. NIACE for the Department for Education and Skills 2007
- Handling Cases of Forced Marriage: Multi-agency practice guidelines. HM Government 2014
- Care Act 2014
- Counter- Terrorism and Security Act 2015
- Counter Terrorism and Border Security Bill 2018
- Female Genital Mutilation Act 2003
- The Voyeurism (Offences) Act 2019
- Keeping Children Safe in Education - Statutory guidance for Schools and Colleges, September 2018
- Domestic Abuse Act 2021
- The Education and Training (Welfare of Children) Act 2021

2.2 All staff at TR-CS have a duty under the above guidance and legislation to identify any client or learners who may be experiencing or at risk of experiencing, abuse or harm in the workplace, at home, through on-line computer networks or in relationships, and take appropriate action to ensure their safety. This policy also includes reporting and dealing with allegations of abuse against members of staff.

2.3 TR-CS acknowledges that training and education staff have a crucial role to play in helping identify welfare concerns and indicators of possible abuse or neglect at an early stage. All learners may benefit from early help however all staff at TR-CS should be particularly alert to the potential need for early help for a child who

- is disabled or has certain health conditions and has specific additional needs
- has special educational needs (whether they have a statutory Education, Health and Care Plan)
- has a mental health need
- is a young carer
- is showing signs of being drawn in to anti-social or criminal behavior, including gang involvement and association with organized crime groups or county lines
- is frequently missing/goes missing from care or from home
- is at risk of modern slavery, trafficking, sexual or criminal exploitation
- is at risk of being radicalized or exploited
- has a family member in prison, or is affected by parental offending
- is in a family circumstance presenting challenges for the child, such as drug and alcohol misuse, adult mental health issues and domestic abuse
- is misusing drugs or alcohol themselves
- has returned home to their family from care

- is at risk of ‘honor’-based abuse such as Female Genital Mutilation or Forced Marriage
- is a privately fostered child; and
- is persistently absent from education, including persistent absences for part of the school day.

Children potentially at greater risk of harm may include

- Children who have a social worker (child in need or child protection plan)
- Children missing from education
- Children requiring mental health support
- Looked after children and previously looked after children.
- Children who are male

2.4 It is not the responsibility of any member of staff at TR-CS to investigate suspected cases of abuse; rather all cases must be referred to the Designated Safeguarding Officer (DSO) who will decide whether to make a referral to relevant outside agencies. The DSO may make relevant enquiries where appropriate.

2.5 TR-CS wants all clients and learners to feel confident that their concerns will be taken seriously and that disclosure to any member of staff will be treated in a sensitive manner.

2.6 The Policy will be reviewed at least annually as part of the Company’s quality assurance framework, the policy will form part of all staff inductions and be communicated to the team when any changes are made.

3. Definitions

3.1 The table below provides guidance around the definitions of key terms used in this policy:

Abuse	Is defined as “a violation of an individual’s human and civil rights by any other person or persons. (“No Secrets” DoH, 2000)
Children	A client or learner is a CHILD under the legislation until they reach 18 years of age (i.e. their 18 th birthday) or 25 if the individual has learning or other disability.
Adult	A client or learner is an adult under the legislation once they reach 18 years of age (i.e. their 18 th birthday) or from 25 if the individual has learning or other disability.
Vulnerable Adult	Aged 18 years or over; Who may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.
Other clients or learners	Learners and clients who do not fall into either group but may also experience abuse and need to talk to a member of staff about this. TR-CS takes seriously its duty of care to safeguard clients and learners wherever possible and offer appropriate support and advice
LADO	Local Authority Designated Officer

LDSO	Lead designated safeguarding officer
DSO	Designated safeguarding officer
Safeguarding and promoting the welfare of children	Activities which protect from harm or abuse and provide a safe and effective environment that enables young people to have optimum life chances
Vulnerable Adult Protection	Process of protecting individual Vulnerable Adults identified as suffering serious harm or abuse
Prevent Agenda	Part of the Government counter terrorism strategy
MASH	Multi Agency Safeguarding Hub

4. Forms of abuse

4.1 Children and young people and adults can experience abuse in a variety of settings including in their learning environment; their workplace; within the family home; within a personal relationship; in the community and while using online computer networks and phones.

4.2 Safeguarding action may be needed to protect children, clients, and learners from:

- Bullying, including online bullying and prejudice-based bullying
- Racist, disability and homophobic or transphobic abuse
- Gender based violence/violence against women and girls
- Radicalisation and/or extremist behavior
- Child sexual exploitation and trafficking
- Child criminal exploitation
- The impact of new technologies on sexual behavior e.g. sexting/production and sharing of nudes or seminude pictures or videos
- Teenage relationship abuse
- Peer on peer (child on child) abuse or harassment
- Substance misuse
- Sexual Harassment
- Issues that may be specific to a local area or population e.g. gang activity and youth violence
- Female genital mutilation
- Forced marriage
- Fabricated or induced illness
- Poor parenting, particularly in relation to babies & young people

4.3 The following categories of abuse are used in Children's legislation and Adult Guidance:

- ❖ Physical abuse
- ❖ Emotional abuse (psychological)
- ❖ Sexual abuse
- ❖ Neglect and acts of omission
- ❖ Self-neglect
- ❖ Discriminatory Abuse

- ❖ Financial or Material Abuse
- ❖ Institutional or organizational abuse
- ❖ Domestic violence
- ❖ Modern slavery
- ❖ Forced marriage
- ❖ Child sexual exploitation
- ❖ Child criminal exploitation

5. Responsibilities

5.1 The overall responsibility for safeguarding children, young people and adults at risk and the implementation of this policy is that of the Chairperson. The Chairperson is responsible for ensuring that TR-CS has appropriate policies and procedures in place.

It is the responsibility of the Quality Manager to oversee the application of the Safeguarding and Prevent Policy and related policies and procedures and to review its content on an annual basis as part of the company's self-assessment process. Senior management and quality forum meetings are to be used as a vehicle to review any in-year policy updates that may be required.

5.2 The Lead Designated Safeguarding Officer (LDSO) is Lilian , admin@tr-ssc.com , 07533208607) who is the lead for Safeguarding, the deputy LDSO is Gerald Jagwe (info@tr-ssc.com , 07492866402). The LDSO responsibilities include:

- Lead responsibility for ensuring that TR-CS carries out its duties in relation to Safeguarding Children, Young People and Vulnerable Adults.
- Liaising with Social Care, Local Safeguarding Boards, children's social care, Police, prevent team, Forced Marriage Unit, and other relevant agencies.
- Providing advice and support to other staff on issues relating to child and young or vulnerable people's protection.
- Maintaining a proper record of any protection referral, complaint, or concern (even where that concern does not lead to a referral)
- Ensuring that parents of learners are aware of TR-CS safeguarding policy as appropriate.
- Ensuring that staff receive basic training in protection issues and are aware of the company protection procedures.
- Undertake relevant training and receive refresher training annually.
- Undertake relevant specialist LDSO training every 2 years.
- To ensure that employers have appropriate safeguards in place where they employ a TR-CS client or learner or have a learner on placement.
- To ensure that all staff and associates receive relevant and ongoing training in Child, Young Person and Vulnerable Adult Protection and are aware of company procedures.
- Ensuring that TR-CS deals with allegations in accordance with these procedures.

5.4 It is the responsibility of the DSO to:

- Report to the named LDSO.
- Liaise with Social Care, Local Safeguarding Boards, Children’s social care, Police Prevent team, Forced Marriage Unit and relevant agencies and make referrals as appropriate.
- Provide advice and support to staff on issues relating to Child, Young Person and Vulnerable Adult Protection.
- Have responsibility to be available to listen to clients and learners who may be experiencing abuse.
- To maintain an attitude of “it could happen here”
- Respond to individual cases, including attending multi-disciplinary conferences as appropriate.
- Maintain a proper record of any referral, complaint, or concern (even where that concern does not lead to a referral)
- Undertake relevant training and receive refresher training annually.
- Undertake relevant specialist DSO training every 2 years.
- Ensure that the client and learner is central to the process and is kept informed throughout; and their wishes and feelings ascertained, and support offered by the most appropriate staff member(s).
- Give feedback to the member of staff who made the referral taking information sharing and confidentiality issues into account.

5.5 TR-CS teacher’s/tutors and Assessors

- Have responsibility to be available to listen to clients and learners who may be experiencing abuse.
- To maintain an attitude of “it could happen here”
- Respond and report any concerns or disclosures of abuse or harassment and not assume another professional will report or respond.
- Respond to individual cases, including attending multi-disciplinary conferences as appropriate.
- Maintain a proper record of any referral, complaint, or concern (even where that concern does not lead to a referral)
- Undertake relevant training and receive refresher training annually.
- Ensure that the client and learner is central to the process and is kept informed throughout; and their wishes and feelings ascertained, and support offered by the most appropriate staff member(s).

5.6 Each departmental manager has responsibility for ensuring that all staff they are responsible for are aware of this policy and procedure to take to safeguard individuals and to ensure that staff receive the appropriate level of training.

5.7 It is the responsibility of all staff to comply with this policy and reporting procedures.

6. Child, Young Person and Vulnerable Adult Protection Procedure for staff and associates.

6.1 What to do if you are concerned that an individual is at risk of being abused or harmed:

- All delivery staff are expected to report and record within their learner review process all learners that present a risk of being vulnerable to harm or abuse, the purpose of this is to allow early recognition and intervention.
- A learner can be registered as “at risk” for any duration due to changing circumstances (this could be for the full duration of learning or intermitted periods)
- All Delivery staff must disclose to the individual that they have been identified as “ at risk” and discuss support options
- All employees that are identified or disclose they are “at risk” should be directly referred to the LDSO or deputy LDSO

6.2 What to do if you are concerned that an individual is being abused or harmed:

- All staff and associates are expected to take seriously the duty to be aware of and respond to concerns regarding an individual who are/or may be experiencing abuse and harm in their workplace, learning environment, home or in any part of their lives and to pass these concerns on to a DSO.
- Where the individual is not a child or Adult at risk; the client or learner will need to agree to this being passed on. The only exception to this is where the member of staff considers the individual to be at risk of serious harm

6.3 If an individual informs you that they are experiencing abuse: Please read in conjunction with safeguarding policy Appendix A

- ✓ Respond calmly and listen carefully to what they are telling you. Try not to appear shocked or show disapproval. It can be very difficult for someone to talk about their own abuse.
- ✓ Explain as early as possible that you cannot keep total confidentiality on such matters and that you may need to speak to the DSO.
- ✓ If they then decide not to continue talking to you, offer them advice and sign post them to confidential help lines and web sites. If possible, find a room where they can make private phone calls.
- ✓ Try to find a quiet area to speak where you will not be interrupted. Do not put them off talking by asking them to meet later.
- ✓ Ask the individual to explain as clearly as possible but do not ask leading questions.
- ✓ Write down notes of what the individual has told you or ask them to write it down themselves if you think this is appropriate for them. This is because they may not want to tell anyone again what they have shared with you. Take down times, locations, and any other relevant facts. Do not include your own opinions or views about the disclosure although you can describe the manner or state of the individual when they present themselves to you. There is a possibility you may be asked to attend a multi-disciplinary meeting outside work and/or give evidence in court proceedings in relation to this disclosure. Sign and date each page of the notes.
- ✓ Complete a Safeguarding Incident report as soon as possible, but in all cases should be reported within 24 hours of the incident.

- ✓ Assess if the individual is in imminent danger. Ensure that the individual is safe in their learning environment/workplace/home. Try to ascertain how safe they will be if they leave the learning environment/workplace or return home.
- ✓ Respect confidentiality and do not discuss the disclosure with anyone other than one of the DSOs. It may be appropriate to talk to your line manager in some circumstances, but you do not automatically need to do so. Be clear with the individual about who you are speaking to and when. Keep the individual informed of what is happening because of their disclosure and ascertain their wishes and feelings where possible/relevant.
- ✓ Where an individual has made a disclosure of abuse, or a staff member has concerns about abuse no contact should be made with the individual's parents or carers without consultation with the DSO.
- ✓ You may have concerns that an individual is experiencing abuse because of their behavior or changes in their presentation or that they are missing from their learning environment or workplace. Contact a DSO to discuss your concerns.
- ✓ An individual may disclose information that leads to concerns that another child or young person or Vulnerable Adult is experiencing abuse. You need to inform the individual that you will need to tell a DSO.
- ✓ You may be contacted by a DSO to request information from you about an client or learner. This is because TR-CS may be asked to contribute information to Children's Social Care for an Assessment or Child Protection investigation. The DSO will ensure that they are adhering to the Government Information Sharing Guidance for Practitioners and Managers and will discuss with you what to inform the client or learner. Where possible TR-CS will be as open as possible with the individual.
- ✓ If you continue to be concerned about an individual after you have informed a DSO, contact them again to let them know or contact another DSO.
- ✓ Where you continue to be concerned about the individual and do not consider that the DSO has followed this up appropriately you may contact the LDSO.

7. Support for clients, learners, and staff

7.1 Support for clients and learners is essential whilst investigations are being undertaken or services being set up. Counselling, Learning Support, Advice and Guidance and Financial Support can be helpful to some clients or learners. TR-CS can signpost clients or learners to external organisations who provide a range of specialist support and advice. Often the member of staff who they have chosen to tell is viewed as an important source of support by the client or learner. There are confidential help lines such as Childline, Forced Marriage Unit and the Domestic Violence Helpline if clients or learners do not want to talk to staff.

7.2 Support for staff is also important as this is a sensitive subject. The DSO should be able to give staff some feedback on their referral (subject to issues of confidentiality). Staff may wish to discuss this with them, especially if they are continuing to offer the client or learner support. Staff may wish to seek counselling for themselves and will be supported to do so.

8. Clients who may present a risk to clients (peer on peer), including sex offenders and violent offenders.

8.1 All TR-CS staff should know the different forms peer on peer abuse can take, such as:

- bullying (including cyberbullying, prejudice-based and discriminatory bullying)
- abuse in intimate personal relationships between peers
- physical abuse which can include hitting, kicking, shaking, biting, hair pulling, or otherwise causing physical harm
- sexual violence and sexual harassment.
- Consensual and non-consensual sharing of nude and semi-nude images and/or videos (also known as sexting or youth produced sexual imagery)
- Up skirting- Up skirting is a highly intrusive practice, which typically involves someone taking a picture under another person's clothing without their knowledge, with the intention of viewing their genitals or buttocks (with or without underwear).

All allegations of peer-on-peer abuse should be taken seriously, staff need to make clear TR-CS has a zero-tolerance approach to abuse and harassment inclusive of sexual harassment and it will never be passed off as "banter/just having a laugh/"I'm just joking"/part of growing up/boys being boys/kids being kids"

8.2 If any member of staff becomes aware or is concerned that a client or learner who is enrolling or has already enrolled on a program of learning; may have been involved in sexual or violent offences; this information needs to be passed immediately to a DSO. The DSO will contact outside agencies to obtain any risk information on a 'need to know' basis and liaise with the LDSO or Chairperson about the action to be taken. TR-CS accepts it has a role in rehabilitation of offenders but will assess the risks to other clients or learners especially when these are children or vulnerable adults.

9 Allegations of a client or learner abusing client or learner (Peer or Peer abuse).

9.1 If a client or learner has reported being abused by another client or learner, a DSO should be contacted immediately.

9.2 The client or learner who it is alleged has been abused will be advised to report the incident to the police. In some circumstances the DSO will contact the Police especially if the alleged victim is a child or vulnerable.

9.3 If the client or learner is under 18 years, their parents may be contacted (clients or learners wishes will be considered when deciding this).

9.4 Serious consideration of immediate suspension of the client or learner who is alleged to have abused the other client or learner will be given whilst an investigation is undertaken. If the decision is taken not to suspend the client or learner, a risk assessment will be undertaken, and a risk management plan put in place (coordinated by a DSO).

9.5 If an investigation is being conducted by an external agency, it is likely that TR-CS will need to wait for the outcome of this to undertake its own investigation. The safety of other clients or

learners must be considered in any disciplinary process. Support needs to be offered to the client or learner alleging abuse and where appropriate the alleged abuser.

10 External Speakers and their responsibilities

10.1 An external speaker, guest speaker or visitor is used to describe any individual or organisation who is not a client or staff member of TR-CS and who has been invited to speak to clients and/or staff. This includes any individual who is a learner or staff member from another organisation.

10.2 An event is any event, presentation, visit, activity or initiative organised by a learner group/society, individual or staff member that is being held on TR-CS premises or where TR-CS is being represented by a stand on non-TR-CS premises e.g. at an exhibition, school event or fair. It includes events where external speakers are streamed live into an event or a pre-recorded film is shown. It also includes activity being held on TR-CS premises but organised by external venue hire clients.

10.3 Should an external speaker be left unsupervised with learners at any time, the person who has arranged for the external speaker to attend an event must have seen the external speakers DBS police check.

10.4 All speakers or visitors should be made aware by the person or group arranging the event that they have a responsibility to abide by the law and TR-CS policies including that they:

- Must not advocate or incite hatred, violence or call for the breaking of the law, including incitement against British Values
- Are not permitted to encourage, glorify or promote any acts of terrorism including individuals, groups or organisations that support such acts
- Must not spread hatred and intolerance in the community and thus aid in disrupting social and community harmony
- Must be mindful of the risk of causing offence to or seek to avoid insulting other faiths or groups, within a framework of positive debate and challenge
- Are not permitted to raise or gather funds for any external organisation or cause without express permission of TR-CS (available from Chairperson or Board Director)
- Are not permitted to use presentations or notes unless these have been seen by the person who has arranged for the external speaker to attend prior to the event.

11. Information for clients, learners, and parents

11.1 Learners, clients, and parents (where applicable) will be provided with information regarding TR-CS's Safeguarding Procedures and a confidential help line and contact numbers.

11.2 Learners and clients can access safeguarding designated contact information on TR-CS's website where there is information about what to do and who they can tell at TR-CS if they are experiencing abuse, and with links to other helpful websites. Information about staying safe is given to all clients or learners at induction. Posters and other publicity and leaflets are on display and available around training rooms.

12. Record Keeping

12.1 Confidential records will be kept for all concerns relating to abuse. All records should be passed to the LDSO to be stored securely in line with GDPR regulations.

13 Reporting and dealing with allegations against members of staff or associates

13.1 It is essential that any allegation of abuse made against a member of staff or associate is dealt with fairly, as quickly as possible, and consistently, in a way that provides effective protection for the client or learner and at the same time supports the person who is the subject of the allegation.

13.2 TR-CS recognises that an allegation of abuse made against a member of staff may be made for a variety of reasons and that the facts of the allegation may or may not be true. It is imperative that those dealing with an allegation maintain an open mind and that investigation is thorough and not subject to delay.

13.3 The Children Act 1989 states that the welfare of the child is the paramount concern. It is also recognised that hasty or ill-informed decisions in connection with a member of staff can irreparably damage an individual's reputation, confidence, and career. Therefore, those dealing with such allegations within TR-CS will do so with sensitivity and will act in a careful, measured way.

13.4 When allegations are made about a member of staff, the LDSO should assess the risk of harm to the learner or other learners if the member of staff remains in post while the investigation is ongoing

13.5 Allegations of abuse will be reported by a DSO to the relevant Local Children's Safeguarding Board (or Adults Safeguarding Board where applicable) and following local council safeguarding procedures. Relevant contact details can be located in section 21 of this policy.

13.6 A member of staff who receives an allegation from an client or learner about another member of staff should follow the guidelines in section 6 of this policy. The same applies if a member of staff witnesses behaviour that they consider to be abusive by another member of staff. They must immediately inform a DSO.

13.7 The DSO will contact the LDSO (unless the LDSO is the person against whom the allegation is about, in which case the report will be made to the Chairperson).

13.8 The DSO will provide the LDSO with written details of the allegation that include information about times, dates, location, and names of potential witnesses. The written details will be signed and dated by the member of staff who received the allegation and countersigned by the DSO.

13.9 The LDSO will make an initial assessment consulting with the relevant agencies where necessary as to:

- whether the alleged behaviour harmed a child or adult at risk, is a possible criminal offence, or indicates that an adult is unsuitable to work with children and/or vulnerable adults.
- whether an allegation to be managed under this procedure requires a Children's Social Care Assessment or Adult Protection Assessment and/or a police criminal investigation, or whether it can be dealt with solely via TR-CS's procedures.

13.10 If the LDSO and the Local Authority Designated Officer (LADO) agree a referral is appropriate, this will be made by the DSO to the LADO using the relevant referral form within one working day of the incident being reported.

13.11 It is important that the DSO does not investigate the allegation. The initial assessment should be on the basis of the information received and is a decision whether or not the allegation warrants further investigation. Other potential outcomes are:

- The allegation represents inappropriate behaviour or poor practice by the member of staff and is neither potentially a crime nor a cause of significant harm to the child/vulnerable adult. The matter should be addressed in accordance with TR-CS disciplinary procedures.
- The allegation can be shown to be false because the facts alleged could not possibly be true.

Suspension of Staff

13.12 Suspension of staff will not be automatic. Suspension may be considered at any stage of the investigation. It is a neutral not a disciplinary act and shall be on full pay. The suspension procedure as detailed in the disciplinary policy will be observed.

13.13 The client or learner making the allegation and/or their parents/carers will be informed of the outcome of the investigation and proceedings.

Allegations without foundation

13.14 False allegations may be indicative of problems of abuse elsewhere. A record will be kept, and information passed to the LADO, in order that other agencies may act upon the information.

13.15 In consultation with the LDSO and/or the Chairperson, the DSO shall:

- Inform the member of staff against whom the allegation is made that no further disciplinary or Child/Adult Protection action will be taken.
- Inform the parents/carers of the alleged victim that the allegation has been made and of the outcome (where appropriate with the agreement of the client or learner).
- Where the allegation was made by a client or learner other than the alleged victim, consideration to be given to informing the client or learner and parents/carers if they are under 18.
- Prepare a report that will be kept with safeguarding records, outlining the allegation, and giving reasons for the conclusion that it had no foundation and confirming that the above action had been taken.

14. Enquiries and Investigations

14.1 Child or adult protection enquiries by Social Care or the police are not to be confused with internal disciplinary enquiries by TR-CS. TR-CS may be able to use the outcome of external agency enquiries as part of its own procedures. The Child and Adult Protection agencies, including the police, have no power to direct TR-CS to act in a particular way in respect of the management of staff. However, TR-CS is obliged to assist the agencies with their enquiries.

14.2 TR-CS will hold in abeyance its internal enquiries while the formal Police or Social Care investigations proceed; to do otherwise may prejudice the investigation. Any internal enquiries shall adhere to the existing staff disciplinary procedures. If there is an investigation by an external agency, for example the police, the DSO should normally be involved in, and contribute to, the inter-agency strategy discussions which are facilitated by the LADO.

14.3 The DSO is responsible for ensuring that TR-CS gives every assistance with the agency's enquiries. S/he will ensure that appropriate confidentiality is maintained in connection with the enquiries, in the interests of the member of staff about whom the allegation is made, and of the child or young person making the allegation. The DSO shall advise the member of staff that s/he should consult with a representative, for example, a trade union and seek the support of a counselling service.

14.4 Subject to agreement of the LADO and the police or other investigating agency, the DSO shall:

- Inform the client or learner or parent/carer (where appropriate) making the allegation that the investigation is taking place and what the likely process will involve.
- Ensure that the parents/carers of the client or learner making the allegation have been informed that the allegation has been made and what the likely process will involve (where appropriate, and in most cases with the agreement of the client or learner).
- Inform the member of staff against whom the allegation was made of the fact that the investigation is taking place and what the likely process will involve.
- Inform the Chairperson of the allegation and the investigation.

14.5 The DSO shall keep a written record of the action taken in connection with the allegation. On completion of the investigation the DSO will refer a member of staff who has been dismissed from regulated activity to the disclosure and barring services if they have met the requirement

- engaged in relevant conduct in relation to children and/or adults
- satisfied the harm test in relation to children and/or vulnerable adults; or
- been cautioned or convicted of a relevant (automatic barring either with or without the right to make representations) offence.

15. Records

15.1 Records will be retained in a secure place, together with a written record of the outcome.

15.2 The LADO will be informed of the progress and outcomes of management of investigations and disciplinary processes.

15.3 If a potential outcome of an allegation and subsequent investigation is referral to the Independent Safeguarding Authority, this will be discussed with the LADO.

16. Monitoring Effectiveness

16.1 Where an allegation has been made against a member of staff or associate, the DSO will, at the conclusion of the investigation and any disciplinary procedures, consider whether there are any matters arising from it that could lead to the improvement of TR-CS policies and procedures. Consideration will also be given to the training needs of staff.

17. Staff Training and Information.

17.1 All staff will complete formal training in Safeguarding Adults and Children and Young People within the first 6 months of employment as well as be trained in the company policies and procedures. This will consist of:

- The Education and Training Foundation Safeguarding
- Channel General awareness
- General Prevent awareness training

17.2 Additionally DSO's will complete:

- The Education and Training Foundation Safeguarding & Safer Recruitment in FE, if responsible for staff recruitment.
- Other Safeguarding training relevant to their role

18. IT and Social Media usage

IT and Social Media usage by staff, client or learners will be monitored in accordance with policy HS 08 E Safety and Acceptable use of ICT and HS 10 Prevent Duty Risk Assessment.

18.1 Any cyber crime or mis-use of IT equipment will be reported to the police and the DSO. mis use of equipment can be (but is not exclusive to)

- searching of adult/pornographic sites.
- Participating in cyber bullying
- Participating in or sharing of any hate crime materials
- Searching of or active participation with any radicalization groups
- Participation of identity/financial fraud

18.2 TR-CS recognises the benefits of social media and the internet in modern lives and aims to work with employees/learners/parents and carers to reduce the risk access can produce. All staff and learners complete online safety training where the aim is to educate all employees and learners to the risks presented and provide our learners with the support and guidance they need to stay safe on line.

18.3 TR-CS ensures that all centre IT equipment that learners have access to has filters on to block access to any sites pertaining to the list in 18.1

19. Failure to comply with the Safeguarding Policy

Staff who fail to report concerns, suspicions or allegations of abuse will be subject to Company Disciplinary Procedures.

20. Learning Lessons

When there have been any safeguarding incidents at TR-CS, the staff are committed to reviewing incidents to ensure there is no improvements needed to the way that we support or carry out safeguarding processes within our centres. This will be completed in the monthly safeguarding forum.

21. Code of Professional Conduct

TR-CS has developed a Code of Professional Conduct to help protect its clients, learners, and employees. We recognise that it is not practical to provide definitive instructions that would apply to every situation where staff members come into contact with clients or learners, but the following points cover the minimum standards TR-CS expects from its staff to minimise any risk to themselves and clients or learners.

Staff should:

- ✓ Treat everyone with respect & be professional
- ✓ Act as positive role model
- ✓ Avoid physical contact with an client or learner (unless they are in danger of harming themselves or others, or if it is essential to administer first aid to an client or learner)
- ✓ Set and monitor appropriate boundaries and relationships when working with clients or learners, based on openness, honesty and respect for the client or learner's personal space.
- ✓ Plan activities that avoid you working in isolation with an client or learner where possible.
- ✓ Create and maintain a safe and supportive environment that enables clients or learners to raise concerns about attitudes or behaviour they do not like.
- ✓ Challenge activities which are abusive e.g. initiation ceremonies, bullying, including those from an client or learners and clients peers.
- ✓ Challenge inappropriate behaviour from an client or learner such as jokes or language that is discriminatory or offensive
- ✓ Challenge sensitively inappropriate behaviour from an client or learner such as a crush on an Assessor, or attention seeking behaviour. If this is focused on you, inform your supervisor.
- ✓ Support an client or learner to make a complaint.
- ✓ Act if you have concerns about an clients or learner's welfare, or if the client or learner has concerns about the behaviour of another person towards them.

Staff must not:

- ✓ Treat young people or vulnerable adults or other client or learners as children.
- ✓ Be aggressive or threatening in their manner or tone of voice.
- ✓ Do anything which could be construed as bullying.
- ✓ Never indulge in actions or language that demeans or makes fun of clients or learners.
- ✓ Re-enforce negative emotions/behaviours.
- ✓ Spend excessive time with one client or learner more than, or away from, other clients or learners or indicate favouritisms for an client or learner.
- ✓ Transport or have young people in their own in a vehicle (except in the case of an emergency).
- ✓ Engage in flirting, innuendo or making sexually suggestive actions or comments to, or within earshot of clients or learners even if in fun.
- ✓ Allow or engage in inappropriate touching of any kind.
- ✓ Indulge in or repeat jokes or language that is discriminatory or potentially offensive with or within earshot of clients or learners.
- ✓ Dismiss an allegation of any sort of abuse relating to an client or learners' welfare.
- ✓ Delay the reporting of an allegation.
- ✓ Take photographs of clients or learners without permission. (Photographing young people and vulnerable adults should only be taken/used if written consent has been obtained from a parent or guardian).

22 External Contact Referral list – useful numbers:

Safeguarding Adult Concerns should be raised with the appropriate Local Authority as follows

Richmond Council

Kingston and Richmond Safeguarding Children Partnership 07834386459, 24 hours a day, 7 days a week <https://kingstonandrichmondsafeguardingchildrenpartnership.org.uk/>

Vulnerable Adult Multi-Agency Panel (VAMA) safeguardingadults@richmond.gov.uk.

Hounslow and Richmond Community Healthcare

<https://www.hrch.nhs.uk/patients-and-families/patient-safety/safeguarding-adults-risk>

Tel : 020 8973 3000

Hounslow Borough

Safeguarding adults at risk Team

https://www.hounslow.gov.uk/info/20130/safeguarding_adults_at_risk

Tel: 020 8583 2222

If you are concerned that immediate action may be needed from the emergency services, you should dial 999.

Other useful contacts:

For non-emergencies you can contact Police on 101.

Childline on 0800 1111. This is a free 24-hour number offering advice and support.

Parent line Plus: 0808 8002 222

NSPCC: 0808 8005 000