

## **Child protection, Safeguarding and Prevent Policy.**

### **Purpose**

Professional Training Solutions Ltd (hereinafter referred to as 'PTS') recognises that the welfare of our staff, service users and learners is paramount, and we take our responsibility to safeguard and promote the welfare of all seriously.

To ensure that PTS adheres to its legal obligation and social responsibilities in relation to safeguarding children, young people, and vulnerable adults. This is in accordance with the below legislation.

- The Children's Act 2014
- The Protection of Children Act 1999
- The Counterterrorism and Security Act 2015
- The Sexual Offences Act 2003
- The Education Act 2002
- The Safeguarding Vulnerable Groups Act 2006, and reviews carried out in 2008, and in practice and policy directed by the Government's publication, Every Child Matters – Change for Children.
- The Protection of Freedoms Act 2012
- Keeping Children Safe in Education 2019
- FGM Act 2003

PTS is committed to improving and promoting best practice throughout the organisation. It aims to ensure that the wellbeing of apprentices and learners are safeguarded and that they are protected from harm. This in turn will promote opportunities for them to thrive and benefit from their learning experience.

All individuals have the right to be safeguarded from harm, bullying or exploitation whatever their:

- Race, Religion, First Language or Ethnicity
- Gender or Sexuality
- Age
- Health or Disability
- Political or Immigration Status

### **Linked Policies or Guides**

- Equality, Diversity, and Inclusion Policy
- Bullying and Harassment Policy
- Health and Safety
- Child protection, Safeguarding, Prevent and Well-being guide (delivery)
- Complaints, concerns and appeals.
- Whistle-blower Policy
- Counter - terrorism Strategy
- Prevent strategy and action plan.

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## Definition

- Safeguarding – is a term which is broader than ‘child protection’ and relates to the action taken to promote the welfare of children and young people and protect them from harm. Safeguarding is everyone’s responsibility.
- Children and Young People – Throughout the document, references are made to ‘children and young people’. These terms are interchangeable and refer to children who have not yet reached 18 or vulnerable adults.
- Staff – includes any adult who is employed, commissioned, or contracted to work with children or young people, including volunteers and guest speakers in either a paid or unpaid capacity.
- Designated Safeguarding Lead – a senior member of staff with overall responsibility for child protection within PTS.
- Duty of Care – the duty which rests upon an individual or organisation to ensure the safety of a child or young person involved in any activity or interaction for which that individual or organisation is responsible.
- External Agencies – including Children’s Services, Independent Safeguarding Authority, Surrey Safeguarding Board, Police etc.
- External Contractors – includes building or maintenance contractors who are required to work at PTS for a given period of time.
- Vulnerable Adult - someone aged 18 or over: who is, or may be, in need of community services due to age, illness or a mental or physical disability, who is, or may be, unable to take care of himself/herself, or unable to protect himself/herself against significant harm or exploitation.
- Service user – wider stakeholder

## Scope

This policy covers the expected legal duties, accountability and promotion and awareness of the following:

1. Child protection - is the process of protecting individual children identified as either suffering, or likely to suffer, significant harm because of abuse or neglect.
2. Safeguarding –is protecting vulnerable adults or children from abuse or neglect. It means making sure people are supported to stay safe and well.
3. The Prevent Duty, Radicalisation and Channel \*

*\*see also Prevent strategy and Action Plan.*

This includes digital safety, exploitation, peer on peer harassment, FGM abuse and neglect. These are defined as forms of maltreatment to any learner. This may be by omission or commission i.e., inflicting harm or failing to prevent harm. We recognise a learner can be abused in a family, institution or community setting by those known to them or, more rarely, by a stranger. Abuse may be by an adult(s) or child(ren). The four main categories of Abuse are: Neglect, Physical Abuse, Sexual Abuse and Emotional Abuse. The Child protection, Safeguarding, Prevent and Well-being guide provides further classification and definition.

## Responsibility

Directors, all staff, tutor/assessors, and internal quality assurers working for PTS whether employed or freelance understand the importance of working in partnership in order to protect, prevent and promote safety.

The purpose of this policy is to:

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- Afford protection for all, including prevention of abuse towards it's apprentices and learners
- Enable staff and volunteers to safeguard and promote the welfare of learners
- Promote a culture which makes this centre a safe place to work and learn

This policy applies to the Directors, all staff/freelancers, or anyone working on behalf of PTS.

PTS has ultimate responsibility for safeguarding and will ensure that the arrangements for protecting all are effective, robust, and reviewed on a regular basis. All staff will confirm their commitment to implementing this policy by way of reading and confirming this via PTS HR portal. This information will be stored on the staff confidential documents.

PTS will endeavor to safeguard all by:

- Valuing, listening to, and respecting them
- Involving them in decisions which affect them.
- Making sure all staff are aware of and committed to the safeguarding policy by way of sharing the policy information, training all staff on the reporting concerns procedure, and regularly reviewing staff understanding of the policy and procedure at meetings throughout the year.
- Sharing information about concerns with /employers/placements/agencies who need to know and involving the learner and employer, where appropriate.
- Recruiting staff safely, ensuring all necessary checks are made (i.e., DBS)
- Providing effective management through support and training where appropriate
- Dealing appropriately with allegations/concerns about staff, in accordance with our Complaints Procedure
- Training of staff and awareness embedded in to teaching, learning and assessment.
- Having a dedicated Safeguarding Lead Officer with relevant training and expertise
- Ensuring all apprentices and learners are aware of safeguarding.
- Having an IT, Information, Safety & Security Policy that is shared with all staff.
- Providing all apprentices, learners, staff and employees are in receipt of digital internet and mobile technology training.

In accordance with the Disclosure and Barring Scheme and the Protection of Freedoms Bill, PTS follows its safeguarding duties and is committed to report as required:

1. If PTS dismisses any member of staff or a volunteer because they have harmed a child or vulnerable adult or there is risk of harm, they will notify the Disclosure and Barring Service
2. Any person who is barred by the DBS from working with children or vulnerable adults and approaches us for employment PTS will notify the DBS
3. PTS is committed to not knowingly employing those people barred from work with groups

### Safer Recruitment

PTS carries out reference checks on all employed and contracted staff from last employers. Enhanced DBS checks are also conducted for all staff and held on file. In accordance with Safeguarding guidelines PTS will aim to renew these checks every 3 - 4 years where staff have direct delivery in working with young or vulnerable people.

All staff are recruited in accordance with the PTS Safer Recruitment Policy and within the DBS/Safety & Security Policy Safeguarding guidelines. Please refer to the separate policy on Safer Recruitment.

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1. Directly to the PTS Safeguarding Lead, Ann O'Rourke.
2. To a PTS Designated Safeguarding Officer or Champion
3. To a trusted person i.e. A parent, employer, work colleague or PTS tutor/Assessor. That trusted person is then is required to forward the concern to PTS Safeguarding Lead

When listening to a safeguarding concern you must:

- Listen carefully, ensuring you are not asking leading questions.
- Reassure them that they have done nothing wrong.
- Tell them that what they are telling you is confidential, however you are legally obligated to report the information disclosed to the PTS Safeguarding Lead.
- Make a detailed record of date, time, place and what was said, ideally using the PTS Incident report form found below.
- Pass the information to the DSL to follow up making referrals as necessary or required to Police and /or Social Services, or in cases of radicalisation to the Channel Scheme as appropriate.

### Disclosure, Referral and Reporting Procedure

If a learner discloses to you that they (or indeed another child/young person or vulnerable adult) has been or are being abused, harassed, bullied or radicalised;

If you have concerns based on what you have observed or heard;

If another staff member, an employer, a parent or any other person discloses a potential safeguarding concern to you:

#### DO

- Do listen very carefully to what they tell you.
- Do take what is said seriously and accept what you are told.
- Do stay calm and reassure them that they have done the right thing in talking to you.
- Do write down as soon as you can exactly what you have been told.
- Do tell them that you must pass this information on but that only those that need to know will be told. Tell them to whom you will report the matter.
- Pass the information to the DSL via [safeguarding@protrain-solutions.co.uk](mailto:safeguarding@protrain-solutions.co.uk) to follow up making referrals as necessary or required to Police and /or Social Services, or in cases of radicalisation to the Channel Scheme as appropriate.

#### DO NOT

- Do not panic.
- Do not promise to keep things secret. You have a duty to refer a child/young person or vulnerable adult who is at risk.
- Do not lie or say that everything will be fine now that they have told you, but reassure them that we will do what we can to get the right help and support
- Do not criticise the abuser, especially if it is a parent/carer.
- Do not ask lots of detailed or leading questions such as: 'What did he do next?' Instead, ask open questions such as: 'Anything else to tell me? 'Yes', or 'And...?'. Do not press for answers the person is unwilling to give.

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It is important that the person to whom disclosure is made does not investigate or question the person concerned except to clarify what they have heard. This is particularly important in cases of sexual abuse.

It is very important to record, as accurately as possible, what was said to you when you received the disclosure of abuse. Clearly all written records should be handled confidentially. Where possible, the incident report form (found below) should be used. If not available, records should include young person/Venerable adult's Name, Name of person recording, Details disclosed, Date, Location of disclosure/ where concerns observed.

If a child/young person or vulnerable adult discloses to you that they or another child have been abused, harassed or radicalised, or if you suspect from what you observe that they are being abused, you **MUST REPORT THIS**.

### Confidentiality

Confidentiality and trust should be maintained as far as possible, but staff must act on the basis that the safety of the person disclosing is the overriding concern. The degree of confidentiality will be governed by the need to protect those concerned. The young person or vulnerable adult should be informed at the earliest possible stage of the disclosure that the information will be passed on.

PTS complies with the requirements of GDPR, which allows for disclosure of personal data where this is necessary to protect their vital interests.

### Outcomes

The Safeguarding Lead will refer information to or seek advice from other relevant organisations as appropriate e.g., Social Services, Police or Surrey Local Safeguarding Board, Surrey Early Years Safeguarding Advisor, Ofsted, CQC etc.

There is an expectation that concerns involving a learner under the age of 18 years should be shared with parents/carers, unless by doing so the learner might be placed at greater risk of harm.

[Contact Children's Services - Surrey County Council \(surreycc.gov.uk\)](http://surreycc.gov.uk)

In the event of concerns not being appropriate for referral at that stage then the learner will be monitored through an appropriate member of staff in liaison with the DSL, employer, or other agency.

Staff will receive support as required and work with outside agencies as needed within each individual case.

All concerns will be recorded, and detailed accounts of meetings and referrals kept securely on PTS confidential Sharepoint folder. Any cases involving learners funded by other agencies will be reported to Lead Contractor.

All staff or learners are free to inform the Directors of concerns they have or voice concerns to the relevant authority. Any concerns about staff or volunteers will be reported to Surreys Local authority Designated Officer and procedures followed.

<http://surreyscb.procedures.org.uk/qkpph/safer-workforce-and-managing-allegations-against-staff-carers-and-volunteers/allegations-against-staff-carers-and-volunteers/#s1104>

### Concerns within work settings.

If a learners /staff / service user has an issue that they have witnessed within their workplace setting, that concerns the welfare of children or vulnerable adults, and they feel unable to report these concerns following setting procedures they should instead follow PTS reporting procedures as above.

PTS is committed to good practice and high standards and wants to be supportive of all employees and learners. Any investigation into allegations of potential malpractice will not influence or be influenced by any other procedures.

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All concerns will be treated in confidence and every effort will be made not to reveal your identity if you so wish. At the appropriate time, however, you may need to come forward as a witness if the matter becomes criminal.

Where appropriate, the matters raised may be:

- Investigated by management, internal audit, or through the disciplinary process
- Referred to the police/social services or settings management/owners
- Referred to the external auditor from the subject of an independent inquiry such as Ofsted/CQC or Surrey Early Years.

In order to protect individuals and those accused of misdeeds or possible malpractice, initial enquiries will be made to decide whether an investigation is appropriate and, if so, what form it should take. The overriding principle which PTS will have in mind is the public interest. Concerns or allegations which fall within the scope of specific procedures (for example, child protection or discrimination issues) will normally be referred for consideration under those procedures.

This policy also recognises that PTS has a responsibility to ensure safety and well-being of the clients and services' learners visit on placements or are employed in. Many of these clients involve work with children and young people and vulnerable adults due to the nature of courses PTS delivers. It provides guidance for learners should they have concerns about any settings they are present in either as a volunteer, student, or employee.

### **Allegations made against staff at PTS.**

The primary concern of PTS is to ensure the safety of the young person or vulnerable adult. It is essential that in all cases of suspected abuse by a member of staff, action is taken quickly and professionally, whatever the validity. It must be made clear however that suspension is not an indicator of guilt.

There are occasions where a young person or vulnerable adult will accuse a member of staff of physically or sexually abusing them and in some cases, this may be false or unfounded. Any instance of suspected abuse by a member of staff is potentially gross misconduct. It is also a serious ordeal for an innocent person to be accused of such an act which can result in long term damage to their health, reputation, and career.

If any member of staff suspects any other member of staff of abusing a learner, it is their responsibility to bring these concerns to the Director and the Designated Safeguarding Lead, except where they themselves are the suspect.

If the allegation concerns the Director, the matter should be discussed with the Designated Safeguarding Lead who will discuss it with the Associate Director, in addition to following the normal procedures for child protection.

If the allegation concerns the Designated Safeguarding Lead the matter should be discussed with the Director who will discuss it with the Associate Director, in addition to following the normal procedure for child protection.

The member of staff will be advised to:

- keep records of all conversations, meetings attended, letters received and telephone calls relating to the allegation.
- Any serious allegations against a member of staff may require the individual to be suspended. Advice should be sought from the LADO and a strategy meeting may be held to discuss the case.

All allegations of inappropriate behaviour or poor practice by a member of staff should be addressed in accordance with PTS' Staff Disciplinary Policy. If a member of staff resigns this will not prevent an allegation being followed up in accordance with this Policy. It is important that every effort is made to reach a conclusion in all cases of allegations bearing on the safety, or welfare, of a young person, including any in which the person concerned refuses to co-operate with the process.

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Appropriate procedures should be followed in notifying the Disclosure and Barring Service (DBS) and the Local Safeguarding Children's Board of staff or volunteers who have been dismissed or removed because of child protection issues.

If an allegation is shown to have been deliberately invented or malicious, the Director should consider whether any disciplinary action is appropriate against the person who made the accusation.

**The Designated Safeguarding Lead is Ann O'Rourke (Quality Manager)**

The designated safeguarding lead is responsible for:

- Overseeing the referral of cases of suspected abuse or allegations to the relevant investigating agencies
- Providing advice and support to other staff on issues relating to safeguarding
- Maintaining a proper record of any child protection referral, complaint, or allegation
- Ensuring that parents of young people and vulnerable adults within PTS are aware of the Company's Safeguarding Policy
- Liaising with the Local Authorities and other appropriate agencies
- Liaising with employers that receive young people from PTS on long term placements, to ensure that appropriate safeguards are put in place.
- Ensuring that staff receive basic training in safeguarding issues appropriate to their roles and are aware of PTS' safeguarding procedures.
- Ensuring that staff in front line contact with learner's are embedding awareness of Safeguarding, Radicalisation and Prevent continuously throughout the learner's course and that delivery models include links to awareness within the learner's job role.
- Ensure that PTS staff are empowering learners to feel confident to raise concerns and how to do this appropriately.
- Ensure safeguarding contact details are available to learners along with other useful contacts should they need immediate help or support

We will endeavour to safeguard and protect our learners by:

- valuing them, listening to, and respecting them
- involving them in decisions which affect them.
- making sure all staff are aware of and committed to the safeguarding policy by way of sharing the policy content, training staff regularly on how to recognise concerns and the procedure for reporting them and regularly reviewing the policy content with staff so they feel confident with the procedure
- sharing information about concerns with employers/placements/agencies who need to know and involving the learner and employer where appropriate and how to make referrals.
- Staff understand to report to the designated safeguarding lead on all safeguarding matters.
- Ensure that accurate records are made of all disclosures and contact with young people and vulnerable adults.
- recruiting staff safely, ensuring all necessary checks are made (e.g., DBS)
- providing effective management through support and training where appropriate
- dealing appropriately with allegations/concerns about staff, in accordance with our complaint's procedure.

- Having a dedicated Safeguarding Lead with relevant training and expertise.
- Staff to receive refresher training every two years.

### **Contact Details**

**All** Safeguarding and Prevent concerns should be emailed to:

[safeguarding@protrain-solutions.co.uk](mailto:safeguarding@protrain-solutions.co.uk) This email address is monitored by the DSL and Safeguarding Officers

### **The Designated Safeguarding Lead is Ann O'Rourke**

**Phone: 01252 712 945 EXT 608**

If in the case of the DSL being absent or unavailable, contact should go to:

### **Safeguarding Officers:**

Zoe Huggins: Email: [z.huggins@protrain-solutions.co.uk](mailto:z.huggins@protrain-solutions.co.uk) Phone: 01252 712 945 EXT 612

Joanna Macarewicz : [j.macarewicz@protrain-solutions.co.uk](mailto:j.macarewicz@protrain-solutions.co.uk) Phone: 01252 712 945 ext 605

Or

Director - **Jackie Denyer** ([j.denyer@protrain-solutions.co.uk](mailto:j.denyer@protrain-solutions.co.uk) 01252 712 945)

If you require advise or support with how or if to escalate a concern or if you feel you would like support for yourself, you can contact those above or for less formal support you can contact:

### **Safeguarding Champions:**

Malachi Small [m.small@protrain-solutions.co.uk](mailto:m.small@protrain-solutions.co.uk)

Becci Fryer [b.fryer@protrain-solutions.co.uk](mailto:b.fryer@protrain-solutions.co.uk)

Dee Hughes [d.hughes@protrain-solutions.co.uk](mailto:d.hughes@protrain-solutions.co.uk)

Rachel Chamberlain [r.chamberlain@protrain-solutions.co.uk](mailto:r.chamberlain@protrain-solutions.co.uk)

Tammy Gibson [t.gibson@protrain-solutions.co.uk](mailto:t.gibson@protrain-solutions.co.uk)

Lucy Traversari [l.traversari@protrain-solutions.co.uk](mailto:l.traversari@protrain-solutions.co.uk)

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## INCIDENT/ ACCIDENT /CONCERN REPORT FORM

All PTS Staff are required to complete this form in the event of an accident or incident occurring whilst they are undertaking PTS duties. To include accidents, incidents, concerns that you have encountered in a workplace, issues with learners, safeguarding concerns, concerns regarding the welfare and well-being of learners or a detailed account of why learners have been removed from the programme.

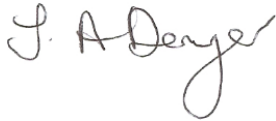
<b>INCIDENT/ ACCIDENT/ CONCERN DETAILS</b>			
<b>Date:</b>		<b>Time:</b>	
<b>Where or how was the Incident/ Accident/concern identified?:</b>			
<b>Who Was Involved/ Present?</b>			
<b>Organisation Address:</b>			
<b>Please Name Any Witnesses:</b>			



This form is to be sent to Ann O'Rourke DSL at [safeguarding@protrain-solutions.co.uk](mailto:safeguarding@protrain-solutions.co.uk) within 48 hours of the Incident/ Accident/concern occurring.

PTS Directors will then agree any actions needed, and will work with you to agree next steps and agreeable resolutions:

Signed: -



Date: - 27<sup>th</sup> October 2021

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