

Child Protection, Safeguarding and Prevent Policy

Policy Purpose Statement

Professional Training Solutions Ltd (hereinafter referred to as 'PTS') legal and moral duty to safeguard all learners, apprentices, and staff. It ensures compliance with UK legislation, promotes a culture of safety, vigilance, and accountability, and reflects Professional Training Solutions commitment to protecting the welfare of all individuals engaged in its learning community.

1. Introduction

PTS is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. This policy is underpinned by the following legislation, statutory guidance, and national frameworks:

- The Children's Act 2014 — ensuring the welfare of children and promoting the "paramountcy principle".
- The Protection of Children Act 1999 — introducing the requirement for checks on individuals working with children.
- The Education Act 2002 — placing duties on education providers to safeguard and promote the welfare of children.
- The Sexual Offences Act 2003 — defining sexual offences against children, including grooming and abuse of trust.
- The Female Genital Mutilation Act 2003 (as amended by the Serious Crime Act 2015) — making FGM a specific criminal offence and introducing a mandatory reporting duty for regulated professionals.
- The Safeguarding Vulnerable Groups Act 2006 - establishing the Disclosure and Barring Service (DBS) and the vetting and barring scheme.
- Safeguarding Vulnerable Groups Act Reviews (2008) and Every Child Matters - Change for Children, establishing integrated working and early intervention.
- The Protection of Freedoms Act 2012 — reforming safeguarding, DBS, and data protection practices.
- The Counterterrorism and Security Act 2015 (Section 26) — placing a duty on education providers to prevent individuals from being drawn into terrorism (the Prevent Duty).
- Keeping Children Safe in Education (KCSIE) 2024 - statutory guidance for all education providers on legal safeguarding duties and safer recruitment.
- @Working Together to Safeguard Children (2023) — setting out the responsibilities of organisations to safeguard and promote the welfare of children.
- Prevent Duty Guidance for England and Wales (2024) - supporting education providers in fulfilling their Prevent obligations.
- Ofsted's Education Inspection Framework (EIF) - ensuring safeguarding is effective and embedded in all areas of provision.
- Mental Capacity Act 2005

This policy applies to all staff, contractors, and volunteers within PTS. Safeguarding is everyone's responsibility.

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2. Designated Safeguarding Roles

- Designated Safeguarding Lead (DSL): Chantelle Byng
- Deputy DSL: Sharon Jenner
- Prevent Lead: Chantelle Byng

The DSL ensures policy implementation, record-keeping, and liaison with external safeguarding partners.

3. Safeguarding Definitions and Scope

PTS defines safeguarding as protecting individuals' right to live safely, free from abuse and neglect. This includes:

- Protecting children and vulnerable adults from maltreatment.
- Preventing impairment of health or development.
- Ensuring safe and effective care.
- Taking action to enable all individuals to achieve the best outcomes.

The definition of a child includes anyone under the age of 18, including apprentices and learners on work-based programmes.

4. Types of Abuse and Neglect

PTS recognises abuse can take many forms, including:

- Physical, emotional, sexual, or neglect.
- Domestic abuse (including digital coercion or financial control).
- Child-on-child abuse (formerly peer-on-peer abuse).
- Online and AI-related harms (e.g., image-based abuse, deep-fake content, or grooming).
- Physical abuse
- Emotional abuse
- Sexual abuse
- Neglect
- Online abuse
- Child exploitation (CSE/CCE)
- County lines
- Radicalisation and extremism
- Financial or Material
- Modern Slavery
- Discriminatory
- Organisational
- Female Genital Mutilation (FGM). FGM is a criminal offence under the Female Genital Mutilation Act 2003. Staff have a mandatory duty to report known cases of FGM to the police and the DSL immediately

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5. Online Safety and Digital Safeguarding

PTS recognises that safeguarding extends into the digital environment. Learners and staff must understand the risks of online grooming, misinformation, and non-consensual image sharing.

PTS ensures:

- Robust filtering and monitoring systems on all IT equipment, reviewed annually.
- Learner education on online safety, misinformation, and digital consent.
- Staff training includes awareness of AI-related safeguarding risks and emerging digital threats.

6. Low-Level Concerns and Allegations Against Staff

PTS encourages an open, transparent culture where all concerns are reported.

A low-level concern refers to any behaviour that does not meet the harm threshold but may indicate a pattern or boundary issue. Examples include:

- Overly personal communication with learners.
- Inappropriate use of social media.
- Unprofessional or boundary-crossing conduct.

All concerns are recorded confidentially and reviewed by the DSL and HR Lead in line with DfE guidance (Managing Safeguarding Allegations Against Staff, 2023).

7. Prevent Duty

PTS has a statutory duty to prevent learners from being drawn into terrorism. To meet this duty,

PTS will:

- Complete an annual Prevent risk assessment.
- Maintain links with the local prevent Lead Officer and Channel Coordinator.
- Make referrals using the Prevent National Referral Form (2024).
- Provide Prevent training for all staff, refreshed every two years.
- Incorporate Prevent awareness into learner inductions and tutorials.
- Provide Prevent awareness training to all staff.
- Maintain clear reporting procedures for Prevent concerns.
- Engage with local safeguarding partnerships and Prevent coordinators.
- Promote British Values through teaching, learning, and organisational culture

8. Child-on-Child Abuse

PTS recognises that children and young people can abuse other children. This includes bullying (including cyberbullying), sexual violence, harassment, upskirting, and initiation type violence. All such incidents will be treated seriously and managed under safeguarding and disciplinary procedures.

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9. Safer Recruitment

PTS Training follows Keeping Children Safe in Education (KCSIE) 2024 guidance on safer recruitment and vetting. All staff are subject to DBS checks, identity verification, and right-to-work checks. In addition to enhanced DBS checks, identity verification, and right to work checks, all candidates for roles involving contact with learners will be subject to the receipt and verification of a minimum of two professional references (including from the most recent employer), verification of qualifications relevant to the role, a check of the Teaching Regulation Agency (TRA) prohibited list, and a check of the DBS children's barred list and/or adults' barred list as applicable. For volunteers, the same checks will be applied proportionate to the nature of their role and level of supervised or unsupervised access to learners. Staff employed on a temporary basis or supplied via an employment agency must not commence work until PTS has received written confirmation from the supplying agency that all required pre-employment checks, including an enhanced DBS check, have been completed satisfactorily; PTS retains the right to verify this directly. A Single Central Record (SCR) of all pre-employment checks for staff, volunteers, agency workers, and contractors will be maintained by the HR Lead and reviewed termly by the DSL to ensure ongoing compliance.

10. Early Help and Mental Health

PTS recognises that mental health issues can both result from and contribute to abuse. Staff are trained to identify early signs of mental ill-health and refer learner's to Early Help or specialist support where appropriate. PTS recognises that safeguarding decisions involving service users aged 16 and over must take account of the individual's ability to give informed consent, in accordance with the Mental Capacity Act 2005. PTS will apply the five statutory principles of the Act when making or contributing to safeguarding decisions: a person must be assumed to have capacity unless it is established that they lack capacity; a person is not to be treated as unable to make a decision unless all practicable steps to help them do so have been taken without success; a person is not to be treated as unable to make a decision merely because they make an unwise decision; any act done or decision made on behalf of a person who lacks capacity must be done in their best interests; and before the act is done or decision made, regard must be had to whether the purpose can be achieved in a way that is less restrictive of the person's rights and freedom of action. Where there is any doubt about a person's capacity to consent to a safeguarding intervention, the DSL will seek guidance from the relevant local authority or appropriate professional before proceeding. All capacity related decisions and their rationale will be recorded on the individual's safeguarding case file. PTS complies with KCSIE 2024 requirements for digital safeguarding. IT systems are equipped with age-appropriate filtering and monitoring to protect users from harmful content. Effectiveness is reviewed annually in collaboration with IT and safeguarding leads.

11. Training and Awareness

All staff complete safeguarding and Prevent induction within one month of employment. Refresher training is provided at least annually, and all DSLs receive advanced training every two years. All staff, volunteers, and contractors must complete mandatory safeguarding and Prevent induction training within one-month to commencing their role with PTS. Induction training will include awareness of safeguarding responsibilities, the types and indicators of abuse, reporting procedures, the Prevent duty, online safety, and professional boundaries.

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Staff and volunteers will be made explicitly aware of the expectations regarding professional conduct and boundaries, including appropriate communication with learners, use of social media, and the avoidance of any behaviour that could be perceived as boundary crossing, as set Out in Section 6 of this policy. All staff and volunteers must confirm in writing that they have read and understood this policy and the associated code of conduct as part of their induction. Compliance with professional boundaries will be monitored through regular observations, supervision, and appraisal processes. Where concerns about professional conduct arise, these will be managed in accordance with Section 6 (Low-Level Concerns) or, where the threshold IS met, through formal disciplinary and safeguarding procedures. Refresher training on professional boundaries will form part of the annual safeguarding training programme for all staff and volunteers.

12. Reporting and Record Keeping

All safeguarding concerns must be reported immediately to the DSL using PTS's internal reporting procedure. All safeguarding records are securely stored and retained in accordance with Data Protection legislation and PTS Data Protection Policy.

13. Receiving, Managing and Resolving Safeguarding Concerns

PTS is committed to ensure ng that all safeguarding concerns — regardless of who raises them — are received promptly, taken seriously, and dealt with in a consistent, transparent, and accountable manner. This section sets out how concerns reported by staff, volunteers, service users (including learners, apprentices, parents, carers, and their representatives), employers, or any other person will be managed within the organisation.

14. Who Can Raise a Concern

Any person may raise a safeguarding concern with PTS. This includes, but is not limited to:

- PTS staff (permanent, temporary, Or agency)
- Volunteers and contractors working on behalf of PTS
- Learners, apprentices, and other service users
- Parents, carers, and representatives of service users
- Employers and workplace supervisors
- External professionals, members to the public, or anonymous reporters

All concerns will be treated with equal seriousness regardless of who raises them or how they are received.

15. How to Report a Concern

Concerns may be reported through any of the following routes:

- Email: safeguarding@protrain-solutions.co.uk (monitored by the DSL and Safeguarding Officers)
- Telephone: 01252 712 945 ext. 603 (Designated Safeguarding Lead - Chantelle Byng)
- In person: To any member of PTS staff, who must escalate the concern to the DSL without delay

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- In writing: Using the PTS Incident/Accident/Concern Report Form (appended to this policy)

Where the DSL is absent or unavailable, concerns should still be directed to safeguarding@protrain-solutions.co.uk where one of the named Safeguarding Officers will receive the concern and act in the DSL's absence.

16. Immediate Response Upon Receiving a Concern

- Upon receiving a safeguarding concern, the following steps will be taken without delay:
 1. Acknowledgement: The person raising the concern will be acknowledged within one working day, confirming that their concern has been received and is being acted upon. Where the concern is raised anonymously, this step will be recorded internally.
- Ensure immediate safety: If any person is believed to be at immediate risk of harm, the DSL (or Deputy DSL) will take immediate action to ensure their safety. This may include contacting the emergency services (999) without waiting for further assessment.
- Initial record: The DSL (or receiving Safeguarding Officer) will create a written record of the concern as reported, noting the date, time, method of reporting, Identity of the reporter (if known), the individual(s) involved, and a factual account of the concern as described. This record must be completed on the same day the concern is received.

Separation of the reporter from the subject: Where the concern involves an allegation against a member of PTS staff, volunteer, or contractor, the DSL will liaise with the HR Lead to ensure that appropriate interim measures are considered immediately. These may include temporary reassignment of duties, supervised access only, or suspension pending investigation, depending on the nature and severity of the allegation.

17. Triage and Risk Assessment

Within one working day of receipt, the DSL will conduct an initial triage to assess the nature, severity, and urgency of the concern. The triage will consider:

- Whether the concern involves a child (under 18), a vulnerable adult, or another individual
- Whether the concern relates to abuse, neglect, exploitation, radicalisation, Or any other safeguarding matter
- Whether the individual is at immediate, ongoing, or potential risk of harm
- Whether the concern involves a PTS staff member, volunteer, contractor, employer, or external person
- Whether there are any previous concerns recorded about the same individual or the same subject

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Based on this triage, the DSL will determine the appropriate course of action from the following options. Record the concern, note the rationale for the decision, and close. Inform the reporter of the outcome.

Triage Outcome

<p>No safeguarding concern identified Low-level concern</p>	<p>Record under the Low-Level Concerns procedure. Monitor for patterns. Inform the reporter that the matter has been recorded and will be kept under review.</p>
<p>Safeguarding concern – internal action required</p>	<p>Open a formal safeguarding case. Proceed to investigation</p>
<p>Safeguarding concern – External referral required</p>	<p>Refer to appropriate external agency without delay. Open a formal safeguarding case internally in parallel.</p>
<p>Allegation against a member Of staff or volunteer.</p>	
<p>Refer to the Local Authority Designated Officer (LADO) within one working day. Follow the procedures set out in Keeping Children Safe in Education (KCSIE) 2024 and DfE guidance on Managing Safeguarding Allegations Against Staff (2023).</p>	<p>Liaise with the HR Lead regarding interim measures.</p>
<p>Prevent concern Action Follow the Prevent pathway set out in this Policy.</p>	<p>Contact the local Prevent National Referral Form (2024).</p>

All triage decisions, including the rationale, will be recorded in writing by the DSL and stored securely in the safeguarding case file.

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18. Investigation

Where the triage determines that an internal investigation is required, the DSL will:

- **Appoint an investigating officer:** This will ordinarily be the DSL or Deputy DSL. Where the concern involves the DSL, the investigation will be conducted by the Deputy DSL or a PTS Director. Where the concern involves a PTS Director, the matter will be referred to an external agency (see Section 12.6) and/or an independent investigator.
- **Gather information:** The investigating officer will collect relevant information, which may include written accounts from the reporter, the individual at risk, witnesses, and the person who is the subject of the concern. All interviews will be conducted sensitively, factually, and without leading questions.
- **Maintain confidentiality:** Information will be shared strictly on a need-to-know basis in accordance with the Data Protection Act 2018, UK GDPR, and Working Together to Safeguard Children (2023).
- **Reach a finding:** The investigating officer will assess the evidence gathered and determine whether the concern is substantiated, unsubstantiated, unfounded, or malicious. This finding and its rationale will be recorded in writing.
- **Determine outcome actions:** Based on the finding, appropriate actions will be determined. These may include additional support for the individual at risk, disciplinary action against a staff member or volunteer, amendments to working practices, additional training, or referral to an external agency.
- **Timescale:** Internal investigations should ordinarily be completed within ten working days of the triage decision. Where this is not possible (for example, due to the complexity of the case or the involvement of external agencies), the DSL will record the reason for the delay and provide an updated timescale. The reporter will be kept informed of progress.

19. External Referrals

The DSL will make a referral to an external agency without delay where:

- A child or vulnerable adult is believed to be at risk of significant harm
- A criminal offence may have been committed
- The concern involves a person who works with children or vulnerable adults •
The concern relates to radicalisation or terrorism
- PTS does not have the authority, expertise, or capacity to investigate the matter internally

External referral routes include:

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- Local Authority Children's Services — for concerns about a child or young person
- Local Authority Adult Social Care — for concerns about an adult with care and support needs
- Local Authority Designated Officer (LADO) — for allegations against a person working with children
- Police — 999 (immediate danger) or 101 (non-emergency) — for suspected criminal Offences
- Local Prevent Lead Officer / Channel Coordinator — for radicalisation or terrorism concerns
- NSPCC Helpline — 0808 800 5000— for concerns about a child
- NSPCC Whistleblowing Helpline — 0800 028 0285— for concerns about how an organisation is handling child protection

Where an external referral is made, PTS will cooperate fully with the relevant agency and provide all information requested in a timely manner. PTS will continue to take all reasonable steps to safeguard the individual at risk pending the outcome of any external investigation.

20. 12.7 Feedback to the Person Who Raised the Concern

PTS recognises the importance of keeping reporters informed. The DSL will:

- Acknowledge receipt of the concern within one working day
- Provide an update on progress within five working days, or sooner where practicable
- Confirm the outcome of the concern once concluded, to the extent that confidentiality and data protection obligations allow

Where the reporter is dissatisfied with the way their concern has been handled, they may escalate their concern using any of the following routes:

- PTS Managing Director— Jackle Denyer, j.denyer@protrain-solutions.co.uk
01252 712945
- Local Authority Children's Services or Adult Social Care (as applicable)
- LADO (for concerns about a person working with children)
- NSPCC Whistleblowing Helpline — 0800 028 0285
- Ofsted — for concerns about safeguarding in an education or training setting

21. Record Keeping

All safeguarding records — including initial reports, triage decisions, investigation notes, referral correspondence, outcome records, and feedback provided — will be securely stored and retained in accordance with the Data Protection Act 2018, UK GDPR, and PTSs Data Protection Policy. Safeguarding records will be retained for the period specified by statutory guidance and will not be destroyed without the written authorisation of the DSL or a PTS Director.

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22. Protection for Those Who Raise Concerns

PTS is committed to ensuring that any person who raises a safeguarding concern in good faith will not be penalised, subjected to any detriment, or disadvantaged as a result of doing so. This applies to staff, volunteers, service users, and any other person. This commitment is consistent with the protections afforded under the Public Interest Disclosure Act 1998. Any staff member who believes they have been subjected to detriment for raising a safeguarding concern should report this to the Managing Director or, where necessary, to an external body such as Ofsted, the NSPCC, or a relevant regulatory authority

23. Reporting and Referral to Statutory Bodies

PTS recognises that effective safeguarding requires timely and appropriate referral of concerns to external statutory bodies. This section sets out when referrals must be made, to whom, and how, in accordance with Working Together to Safeguard Children (2023), Keeping Children Safe in Education (KCSIE) 2024, the Care Act 2014, and the Counterterrorism and Security Act 2015

24. Responsibility for Making Statutory Referrals

The Designated Safeguarding Lead (DSL) — Chantelle Byng— holds primary responsibility for making or authorising all statutory referrals on behalf of PTS. In the DSL's absence, the Deputy DSL — Sharon Jenner— will assume this responsibility. However, any member of PTS staff, volunteer, or contractor retains the right to make a referral to statutory services at any time if they believe:

- A child, young person, or adult is at immediate risk of harm
- The DSL or Deputy DSL is unavailable and the matter is urgent
- The DSL has been made aware to a concern but has not taken appropriate action
- The concern involves the DSL or a senior member of the organisation

No member of staff will be penalised for making a direct referral to a statutory body in good faith. This right is consistent with the protections afforded under the Public Interest Disclosure Act 1998 and the guidance set out in KCSIE 2024.

25. When a Statutory Referral Must Be Made

The DSL must make a referral to the appropriate statutory body without delay when any of the

Following thresholds are met.

Thresholds: -

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There is reasonable cause to suspect that a child is suffering, or is likely to suffer, significant harm (Children Act 1989, Section 47)	Referral Required TO Local Authority Children's Services (MASH/Front Door).
A child is believed to be in need of support or services that PTS cannot provide alone (Children Act 1989, Section 17)	Local Authority Children's Services (Early Help/MASH)
An adult with care and support needs is experiencing, or is at risk of, abuse or neglect, and as a result of those needs is unable to protect themselves (Care Act 2014, Section 42)	Local Authority Adult Social Care
An allegation is made against a person who works or volunteers with children, including that they have behaved in a way that has harmed or may have harmed a child, committed a criminal offence against or related to a child, or behaved in a way that indicates they may pose a risk to children	Local Authority Designated Officer (LADO)
A criminal offence may have been or is being committed against a child or adult, including physical assault, sexual abuse, exploitation, or coercive control	Police (999 if immediate danger; 101 for nonemergency)
A member of staff discovers that FGM has been carried out on a girl under 18, Or there are reasonable grounds to suspect it has been carried out (Female Genital Mutilation Act 2003, Section 5B)	Police (mandatory duty to report directly — this duty cannot be delegated to the DSL)
There is a concern that an individual is being drawn into terrorism, or is vulnerable to radicalisation (Counterterrorism and Security Act 2015, Section 26)	Local Prevent Lead Officer or Channel Coordinator via the Prevent National Referral Form (2024). National Referral Mechanism
There is a concern that an individual is a victim of modern slavery, trafficking, or forced labour.	(NRM) via the Modern Slavery Helpline (08000 121 700) or police
There is a concern about the safeguarding practices or conduct of another organisation involved in the care or education of a child or adult	Local Authority Children's Services, Adult Social Care, or the relevant regulatory body (e.g. Ofsted, CQC)

This list is not exhaustive. Where the DSL is uncertain whether the threshold for a statutory referral has been met, they should contact the relevant local authority for advice before making a decision. A decision not to refer should always be recorded with full rationale.

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26. How Statutory Referrals Must Be Made

The following process must be followed for all statutory referrals:

Immediate verbal or telephone referral: The DSL (or referring member of staff) must contact the relevant statutory body by telephone on the same working day the concern arises. For children, this will ordinarily be the local authority children's services MASH or front door team. For adults, this will ordinarily be local authority adult social care. For allegations against staff, this will be the LADO. For Prevent concerns, this will be the local Prevent Lead Officer or Channel Coordinator.

Written confirmation within 48 hours: Following any verbal or telephone referral, the DSL must submit a written referral to the receiving statutory body within 48 hours. This written referral should include:

- The name, date of birth, and contact details of the individual at risk
- A factual account of the concern, including dates, times, and any disclosures made
- Any previous concerns recorded about the same individual
- Details of the person who is the subject of the concern (where applicable)
- Actions already taken by PTS
- The name and contact details of the referring person

Record on the safeguarding case file: A copy of the referral (verbal and written), including the name of the person spoken to at the statutory body, the date/time of the referral, the advice given, and the agreed next steps, must be recorded on the individual's safeguarding case file and stored securely in accordance with PTS's Data Protection Policy .

Await and record the statutory body's response: The DSL must follow up with the receiving statutory body if no acknowledgement or response is received within three working days. The outcome of the referral must be recorded on the safeguarding case file.

27. Referral Timescales

Action	Timescale
Immediate risk to life or safety	Call 999 immediately — do not wait for the DSL
Verbal/telephone referral to statutory body arises	Same working day the concern
Written confirmation of referral	Within 48 hours of the verbal referral
Follow-up if no response received from statutory Body	Within three working days of the referral

LADO referral (allegation concern Against staff volunteer	Within one working day of the being reported to DSL
FGM mandatory report to police	Immediately upon discovery or Suspicion – this is a personal legal duty on the individual member of staff and cannot be delegated
Prevent referral	Without delay – same working day using the Prevent National Referral Form (2024).

28. Statutory Body Contact Details

The DSL will maintain an up-to-date directory of statutory referral contact details

Statutory Body	Purpose	Contact
Local Authority Children's Services (MASH/Front Door)	Concerns about a child at risk of harm or in need	[Insert relevant local authority contact number(s)]
Local Authority Adult Social Care	Concerns about an adult with care and support needs	[Insert relevant local authority contact number(s)]
Local Authority Designated Officer (LADO)	Allegations against staff/volunteers who work with children	[Insert relevant LADO contact number(s)]
Police	Criminal offences, immediate danger, FGM mandatory reporting	999 (emergency) / 101 (non-emergency)
Local Prevent Lead Officer / Channel Coordinator	Radicalisation and terrorism concerns	[Insert local Prevent lead contact details]
NSPCC Helpline	Concerns about a child	0808 800 5000
NSPCC Whistleblowing Helpline	Concerns about how an organisation is handling child protection	0800 028 0285
Modern Slavery Helpline	Suspected trafficking, forced labour, modern slavery	08000 121 700
Ofsted	Safeguarding concerns about an education/training provider	0300 123 1231

This directory will be reviewed at least annually by the DSL to ensure accuracy and will be made available to all PTS staff.

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28.1 Cooperation with Statutory Bodies

Where a statutory referral has been made, PTS will:

- Cooperate fully with any statutory investigation, assessment, or enquiry
- Provide all requested information in a timely manner, in accordance with the Data Protection Act 2018, UK GDPR, and the lawful basis for information sharing set out in Working Together to Safeguard Children (2023)
- Attend and contribute to multi-agency meetings, strategy discussions, child protection conferences, or safeguarding adults' boards as required
- Implement any agreed actions or recommendations arising from statutory processes
- Continue to take all reasonable steps to safeguard the individual at risk pending the outcome of the statutory process

29. Recording and Audit

All statutory referrals, including verbal and written referrals, responses received, follow-up actions, and outcomes, will be recorded on the individual's safeguarding case file and stored securely in accordance with PTS's Data Protection Policy. The DSL will maintain a central

log of all statutory referrals made, which will be reviewed as part of the annual safeguarding policy review to identify trends, learning points, and areas for improvement.

30. Confidentiality and Information Sharing

Information will only be shared on a need-to-know basis, in line with the Data Protection Act 2018, GDPR, and working together to Safeguard Children (2023).

31. Communicating Safeguarding Awareness to Service Users and Their Representatives

PTS is committed to ensuring that all learners, apprentices, and — where applicable — their parents, carers, and representatives are made aware of PTS's safeguarding arrangements and understand how to raise a concern. Safeguarding awareness will be communicated to service users through the following mechanisms:

At enrolment and induction: All learners and apprentices will receive clear information about PTS's safeguarding commitments, including this policy, as part of their induction. For learners aged under 18, this information will also be provided directly to their parent/carer.

Learner handbook: Safeguarding information, including key contacts and reporting routes, will be included in the learner handbook issued at the start of each programme.

PTS website: A summary of PTS's safeguarding arrangements, including how to report a concern, will be published and maintained on the PTS website.

Ongoing visibility: Safeguarding information, including the names and contact details of the DSL and Safeguarding Officers, will be displayed in all learning environments (physical and virtual) and reinforced through tutorials and progress reviews throughout the learner journey.

How service users can raise a concern:

Any learner, apprentice, parent, carer, or representative who is concerned about possible abuse or neglect — whether by a member of PTS staff, a volunteer, an employer, or any other person — is encouraged to report their concern using any of the following routes:

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- **Email:** safeguarding@protrain-solutions.co.uk
- **Telephone:** 01252 712 945 ext. 603 (Designated Safeguarding Lead — Chantelle Byng)
- **In person:** To any member of PTS staff, who will escalate the concern to the DSL without delay.

Where a service user does not feel comfortable reporting their concern directly to PTS — for example, where the concern involves a PTS staff member or a senior member of the organisation — they may contact the following external bodies directly:

Local Authority Children's Services or Adult Social Care (contact details for the relevant local authority should be sought via gov.uk or by calling 101)

Local Authority Designated Officer (LADO) — for concerns about a person who works with children

Police — by calling 101 (non-emergency) or 999 (if a person is in immediate danger)

NSPCC Whistleblowing Helpline — 0800 028 0285 (for adults who are concerned about how an organisation is handling safeguarding) .

NSPCC Helpline — 0808 800 5000 (for anyone concerned about a child).

PTS will ensure that all service users are made aware that they will be listened to, taken seriously, and supported, regardless of how they choose to report a concern. No service user will be penalised or disadvantaged for raising a safeguarding concern in good faith.

15. Policy Review

This policy will be reviewed annually or sooner if there are significant changes in legislation, statutory guidance, or best practice to ensure continuity of compliance in line with legislation. Contact Details

All Safeguarding and Prevent concerns should be emailed to: safeguarding@protrain-solutions.co.uk.

The DSL and Safeguarding Officers monitor this email address. The Designated Safeguarding Lead is Chantelle Byng, Phone: 01252 712 945 ext. 603. In the case of the DSL being absent or unavailable, contact should still go to

safeguarding@protrain-solutions.co.uk where one of the deputy safeguarding officers will pick up the concern.

Safeguarding Officers:

- Dee Hughes d.hughes@protrain-solutions.co.uk
- Sharon Jenner s.jenner@protrain-solutions.co.uk
- Sabbir Meah s.meah@protrain-solutions.co.uk
- Zoe Rolfe z.rolfe@protrain-solutions.co.uk

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

Programme Managers:

- Mandy Main a.main@protrain-solutions.co.uk
- Zoe Rolfe z.rolfe@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.

INCIDENT/ ACCIDENT/ CONCERN DETAILS

Date:

Time:

Where or how was the Incident/Accident/concern identified?

Who Was Involved/ Present?

Organisation

Address:

Please Name Any Witnesses:

LEARNERS DETAILS

First Name:

Surname:

THE ACCIDENT/ INCIDENT/CONCERN

Give a factual account (describe what happened) – please attach an additional sheet if required. Record exactly what is reported to you, do not include your personal opinion.

Actions Taken (including First Aid/reporting to Police/referral to outside agency)?

Please give details of the extent of any injuries (if relevant):

Declaration: I confirm that the details described above are accurate and a true record of the accident/incident:

Signed:

Print Name:

Date.....

This form is to be sent to Chantelle Byng DSL at 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.

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Version Control

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Approval: This policy has been reviewed and approved by the following individuals:

Name	Title	Signature	Date
Jackie Denyer	Managing Director		