

Safeguarding Children and Adults at Risk Policy and Procedures

Clear Quality Limited strives to adopt the highest possible standards to ensure the safety and welfare of all learners and staff. It is the responsibility of everyone within Clear Quality Limited to record and report any concerns they have immediately. Whatever your role, if you see, hear or know something that concerns you, and suspect that anyone is at risk of being harmed or abused, you must immediately report what you have seen, heard or know. Doing nothing is not an option. While it is not possible to ensure that learners would never come to harm, the adoption of this policy, associated guidelines and code of conduct aims to facilitate the management of risk associated with the duty to protect staff and learners.

Our Safeguarding Responsibilities - Clear Quality Limited understands that to fulfil its responsibility to safeguard children/young people and adults at risk, all staff are required to undertake mandatory training and appropriately share any concerns that are identified or disclosed. We will immediately refer a person, if there are concerns about his/her welfare, possible abuse or neglect to the appropriate agency where he/she resides.

A Safeguarding Investigation Form (Appendix 1), will also be completed and sent to the Safeguarding Officer (DSO) immediately and a written record of the referral will be forwarded to the relevant external agencies (where appropriate) within 48 hours of the disclosure.

The DSO will also ensure that:

- Concerns are logged and stored securely. Written records about a child/young person or adult at risk are retained securely on record.
- All such records will be stored confidentially and securely. This will be monitored and managed by the DSO.
- Ensure that all staff receive regular updates on child protection, adults at risk and safeguarding, and that they receive refresher training as required.
- They are the first point of contact for all staff to go to for advice if they are concerned about children, young persons and/or 'Adults at Risk'.
- They have a higher level of safeguarding training and knowledge than the other staff within the organisation.
- Safeguarding policy and procedures are kept up to date and regularly reviewed.
- Adherence to safe recruitment procedures for new staff members and support their induction.

- Assess information from staff regarding concerns about children, young people and/or 'Adults at Risk', make decisions about whether staff concerns are sufficient to notify First Contact or whether other courses of action are more appropriate.
- For the promotion of a safe environment for children, young people and/or 'Adults at Risk';
- They know the contact details of relevant statutory agencies e.g. Local Authority Safeguarding Children Partnership and the Local Authority Designated Officer (LADO) for allegations against staff
- That staff are aware of this policy and the associated procedures, identifying any appropriate training that staff may require
- That adequate staff training is provided and taken up and compliance is monitored and accurately recorded on an ongoing basis.

It is not the responsibility of the Designated Safeguarding Team to decide whether children, young people and/or 'Adults at Risk' have been abused or not, that is the responsibility of investigative statutory agencies such as DCSP, SAB or the police.

However, keeping children, young people and/or 'Adults at Risk' safe is everybody's business. Staff must ensure they have the knowledge to identify Safeguarding Issues, who to go to, and how to report any concerns they may have about children, young people and/or 'Adults at Risk' being harmed or at risk of being harmed.

Definition of Safeguarding - In relation to children and young people, safeguarding and promoting their welfare is defined in 'Working together to safeguard children' as:

1. protecting children from maltreatment
2. preventing impairment of children's health or development
3. ensuring that children are growing up in circumstances consistent with the provision of safe and effective care
4. taking action to enable all children to have the best outcomes. Definition of an 'Adult at risk' (Vulnerable Adult) An adult at risk or vulnerable adult is defined as a person 'that has needs for care and support (whether or not the LA is meeting any of those needs) AND is experiencing, or at risk of, abuse or neglect; AND as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect' (The Care Act, Department of Health, 2015).

Safeguarding action may be needed to protect children, young people and adults from (see appendix 2 for further information):

- neglect
- physical abuse
- sexual abuse
- emotional abuse
- 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 behaviour
- child sexual exploitation and trafficking
- the impact of new technologies on sexual behaviour, for example sexting
- teenage relationship abuse
- substance misuse
- issues that may be specific to a local area or population, for example gang activity and youth violence
- domestic violence
- female genital mutilation
- forced marriage
- fabricated or induced illness
- poor parenting, particularly in relation to babies and young children

Safeguarding is not just about protecting children, young people and/or 'Adults at Risk', from deliberate harm, neglect, and failure to act. It relates to broader aspects of care and education, including:

- children's and learners' health and safety and well-being
- risk assessments of individuals, activities, resources, and facilities
- the use of reasonable force
- meeting the needs of children and learners with medical conditions
- providing first aid
- educational visits (including the necessary considerations for the type of trips and visits, in terms of staffing ratios, overnight stays etc.)

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- intimate care and emotional well-being
- online safety and associated issues
- appropriate arrangements to ensure children's and learners' security, considering the local context.

It is important that we understand that safeguarding is not implicit to children only, the need to ensure effective safeguarding also extends to any adult at risk, who may be vulnerable through a variety of actions, inadequate policies and procedures, and failures to act.

Safeguarding of both children and vulnerable adults is of paramount importance and Clear Quality Limited seeks to ensure that a safe learning environment is available to all learners.

Safeguarding children and Adults from being drawn into or supporting terrorism

All FE providers have a duty to protect children and adults from the risks of extremism and radicalisation, a role which is underpinned by the Counter- Terrorism and Security Act (2015) "to have due regard to the need to prevent people from being drawn into terrorism."

Clear Quality Limited will protect adults, children and young people against the messages of all violent extremism including, but not restricted to, those linked to Islamist ideology, or to Far Right / Neo Nazi / White Supremacist ideology, Irish Nationalist and Loyalist paramilitary groups, and extremist Animal Rights movements. This policy will help inform and support those staff working with vulnerable groups to identify potential concerns and outline the process for referral.

Clear Quality Limited has a statutory duty to safeguard learners to keep them both safe and within the law and commits to:

1. Promoting British Values including mutual respect for those with different faiths and beliefs, the rule of law, democracy and individual liberties which enhance social cohesion
2. Encouraging open debate
3. Embedding this aspect of safeguarding within all policies and curriculum plans
4. Challenging extremism
5. Providing training and informing staff of new developments
6. Conducting risk assessments and actions plans with timely review.

Clear Quality Limited values freedom of speech and the expansion of beliefs / ideology as a fundamental right that underpins our society's values. Both students and staff have the right to speak freely and voice their opinions. However, freedom comes with responsibility and free speech designed to manipulate the vulnerable or that leads to violence and harm of others goes against the moral principles in which freedom of speech is valued. Free speech is not an unqualified privilege; it is subject to laws and policies governing equality, human rights, community safety and community cohesion.

Risk - The current threat from terrorism in the United Kingdom may include the exploitation of vulnerable people, to involve them in terrorism or in activity in support of terrorism. The normalisation of extreme views may also make adults, children and young people vulnerable to future manipulation and exploitation. Clear Quality Limited is clear that this exploitation and radicalisation should be viewed as a safeguarding concern.

Risk Reduction - The DSO will assess the level of risk within and put actions in place to reduce that risk. Risk assessment may include consideration of the external agencies, curriculum offer, provision specifically targeting vulnerable groups, disclosed safeguarding cases, and other issues specific to the community and philosophy.

Definitions:

- Radicalisation refers to the process by which a person comes to support terrorism and extremism leading to terrorism.
- Extremism is defined by Government in the prevent strategy as: Vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. Also include in the definition of extremism calls for the death of members of our armed forces.
- Terrorism is defined by Government as "The use of violence in order to accomplish political, religious or social objectives". Terrorism is a criminal act that influences an audience beyond the immediate victim. Effectiveness is not the act itself but the impact on Government and the public.
- British Values British values are defined as "democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs."
- (Prevent Duty Guidance, HM Government, Dec 2014)
- Channel is an early intervention multi-agency process designed to safeguard vulnerable people from being drawn into violent extremist or terrorist behaviour. Channel works in a similar way to existing safeguarding partnerships aimed at protecting vulnerable people.

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Prevent Duty is about safeguarding and supporting those vulnerable to radicalisation. Prevent is 1 of the 4 elements of CONTEST, the Government's counter-terrorism strategy. It aims to stop people becoming terrorists or supporting terrorism.

What does PREVENT do?

1. Responds to the ideological challenge we face from terrorism and aspects of extremism, and the threat we face from those who promote these views.
2. Provides practical help to prevent people from being drawn into terrorism and ensure they are given appropriate advice and support.
3. Works with a wide range of sectors (including education, criminal justice, faith, charities, online and health) where there are risks of radicalisation that we need to deal with.

The main aim of Prevent is to stop people from becoming terrorists or supporting terrorism. At the heart of Prevent is safeguarding children and adults and providing early intervention to protect and divert people away from being drawn into terrorist activity. Prevent addresses all forms of terrorism but continues to ensure resources and effort are allocated on the basis of threats to our national security. The Counter Terrorism and Security Act 2015 places a duty on certain bodies to have 'due regard to the need to prevent people from being drawn into terrorism'.³⁸ The government have defined extremism in the Prevent Strategy as vocal opposition to fundamental British Values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs.

The DSO will, investigate further to assess the nature and extent of the risk. The relevant local police prevent teams will complete an initial assessment, which will be used to inform the decision as to whether an individual should be referred to Channel.

Staff Responsibilities:

- Undertake training/refresher on Prevent Duty on an annual basis
- Be aware of when it is appropriate to refer concerns about learners or colleagues to the Designated Safeguarding Lead.
- Report concerns where these arise to the Safeguarding Team by completing the Prevent referral form
- Promote learner understanding of Prevent duty.

- Exemplify British values of “democracy, the rule of law, individual liberty and mutual respect and tolerance for these with difference faiths and beliefs” within your professional practice
- Challenge extremism.

Clear Quality Limited recognises that it has a key role, working in partnership, to address the many challenges faced by residents to improve outcomes. Staff are encouraged and supported to use every opportunity to make sure that learners respect and reinforce shared values whilst creating space for open debate.

Online Safety: is providing our learners with information which enables them to use our IT systems safely, in accordance with the law and Clear Quality Limited policies.

What dangers may learners be exposed to online?

- inappropriate material
- cyber bullying via websites, social media, mobile phones or other technologies
- identity theft or invasion of privacy
- breaking copyright law
- inappropriate advertising online gambling and financial scams
- safeguarding issues such as grooming or radicalisation
- other illegal activities

Clear Quality Limited has a duty to safeguard learners to keep them both safe and within the law and commits to:

- providing internet filtering system
- educating all learners using IT as part of their class in safe use of the internet
- providing training and information for staff
- embedding this aspect of safeguarding in all policies and where appropriate curriculum plans

Responsibilities of Staff/Providers Responsibilities include the need to:

- undertake corporate training in online safety.
- be aware of when it is appropriate to refer concerns about learners or colleagues to their line manager or the DSO.
- report concerns where they arise.
- refrain from making negative comments about learners on blogs or social networking sites. These could be considered gross misconduct.

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- educate learners in keeping safe online.

- educate learners on keeping within the law online (copyright, libel).
- act as a good role model in their own use of IT.
- Staff should be aware of the potential for cyber-bullying in their sessions where malicious messages e.g. through the use of forums and social networking sites, or via internal class emails or text messages on mobile phones etc., which can cause hurt or distress.

Responsibilities of Learners - The provision of ICT resources and facilities are a privilege, not a right. Learners are encouraged to access various technologies in sessions, private study and in the completion of assignments and independent research and are therefore expected to follow the information, advice and guidance given

Acceptable Use Policy:

They should fully participate in Online Safety activities and report any suspected misuse to a member of staff. Learners are made aware of their responsibilities within the induction to the programme.

Learners & Staff are expected to:

- Behave in a safe and responsible manner.
- Treat equipment with respect.
- Use USB/flash memory key(s) only when absolutely necessary
- Be polite and not use e-mail, social media or blogs etc. to make negative comments, bully or insult others.
- Use the resources only for educational purposes.

Learners & staff are expected not to:

- Waste resources including Internet and printers.
- Eat or drink near ICT facilities.
- Use someone else's login details or share your own.
- Have any inappropriate files (e.g. copyrighted or indecent material)?
- Attempt to circumvent or "hack" any systems.
- Use inappropriate or unacceptable language.
- Reveal their personal details or passwords.
- Visit websites that are offensive in any way.
- Download anything inappropriate or install any programs.

Breaching these rules may lead to:

- Withdrawal from ICT facilities
- Temporary or permanent prevention of access to the relevant pages on the Internet.
- Limited or disabled rights where systems are relevant.
- Appropriate disciplinary action.
- Users should note that breaches of the provisions set out in these Rules may lead to criminal or civil prosecution.

Responding to issues:

It is important that any incidents are dealt with as soon as possible in a proportionate manner and that members of the community are aware those incidents have been dealt with. Any concerns around the misuse of ICT must follow the referral process within this policy where there is a potential threat to another learner, vulnerable person or member of staff.

Any suspected misuse must be reported to the Clear Quality Limited DSO and then an appropriate course of action will be agreed.

Where it is suspected that any misuse might have taken place by a relevant member of staff (both internal and external) will be investigated by the DSO and the Health and Safety rep and depending on the nature of the misuse appropriate action which could include disciplinary procedure or termination of contract.

Where an allegation has been made against a learner an investigation will take place by the DSO and Health and Safety Rep. The outcome of the investigation will decide what will be the appropriate course of action and depending on the nature of the misuse the learner could be suspended from their course until the investigation is complete. The learner code of conduct procedure will be invoked should the allegation be found to be true, and the sanction will depend on the seriousness of the misuse and whether it was accidental or deliberate, a first-time offence, thoughtless or malicious e.g. intended to cause harm to others. Sanctions could involve the learner having ICT access removed for a period of time or in very serious cases, exclusion. Where there is a potential legal issue the need for involvement of outside agencies including the police, together with the designated persons and Senior Management team in line with our Safeguarding and other policies.

The Referral Process:

The following '5 R' process MUST be followed by all staff:

- Recognise the signs of abuse
- Respond and react accordingly
- Record the facts of the disclosure
- Report the disclosure to the DSO immediately. All Prevent referral form must be forwarded to the DSO within 24 hours
- Refer (to the emergency services or Social Services or through the Channel process) in situations where an individual may be at risk of immediate harm – and ensure that the information is reported to the DSO (or Deputy/Safeguarding Officers) immediately. Prevent referral forms must be forwarded to the DSO within 24 hours.

Recognise

Signs of abuse can be recognised as differences to the individual's usual behaviour or observed from a change in their physical appearance as mentioned below:

- Physical – this could include a lack of personal hygiene, self-harm, substance or drug abuse, noticeable signs of bruising or flinching when being touched, development of a speech disorder or learning difficulty that cannot be attributed to a physical or psychological cause.
- Behavioural – this could include sudden changes in a person's character, including lack of confidence, low self-esteem, becoming withdrawn, aggressive or angry for no reason, becoming anxious or tearful. The information above is by no means exhaustive, and an individual may not wish to disclose something that they perceive as 'normal'.

Respond

People are often reluctant to talk about abuse. Many perpetrators may tell people to keep the abuse a secret and frighten them with unpleasant consequences. Listed below are some ways to respond to issues or concerns:

- Stay calm and listen carefully to what is being said
- Reassure the person that they have done the right thing by telling you, but not that everything will be okay; sometimes things get worse before they get better

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- Find an appropriate early opportunity to explain that it is likely the information will need to be shared with others, but that this will be on a need-to-know basis
- Allow the person to continue at his/her own pace – asking questions for clarification only; try to ask, ‘Tell me’, ‘Explain to me’, ‘Describe to me’, and avoid leading questions
 - Explain what you will do next and with whom the information will be shared
 - Do not delay in discussing your concerns with the appropriate staff. If you feel that anyone is at immediate risk, please take any reasonable steps within your role to protect any person from immediate harm, for example:
 - Call an ambulance or a GP if someone needs medical attention
 - Call the emergency services/police if a crime is taking place or has taken place
 - Inform the DSO immediately
 - Separate the alleged perpetrator and victim – but only if it is safe to do so. Any violence by a learner or member of staff (including employer staff) must be reported through ALSS’s Internal Notification Process.

If you are suspicious but no disclosure has taken place:

- Discuss your concerns with the DSO

If a person approaches you to make allegations of inappropriate behaviour or misconduct against a member of staff:

- Contact your Line Manager and DSO
- Do not question the person making the allegation or investigate the matter yourself.

Information sharing

There may be some circumstances where the welfare or safety of an individual may take precedence over confidentiality.

When sharing information, remember:

- The Data Protection Act (2018) is not a barrier to sharing information
- Be open and honest
- Seek advice
- Share with informed consent where appropriate (There may be some circumstances where seeking consent, including parental consent, is not required)
- Consider safety and well-being
- Ensure that information sharing is appropriate and secure
- Keep a record.

Record

A Safeguarding Investigation Form (appendix 1) MUST be completed. Where a Safeguarding Form is not readily available, please ensure that the following information is noted:

- Your details
- Name of those involved
- Date of incident(s)/disclosure/suspicion
- Details of incident(s)/disclosure/suspicion
- Background information
- Actions taken.

Whilst you can record observations, do not interpret or give opinions, as this may bias the information provided and jeopardise any future investigation into the allegation. The Safeguarding form should be kept secure and forwarded to your DSO.

Report

Any issues, concerns, allegations or suspicions relating to safeguarding must be taken seriously and reported to the DSO.

Refer

Where required, the DSO will deal with the relevant referrals and liaising with the relevant external agency.

This will include the following:

- Any referrals to first contact - 03000 267 979 (children / adult services) or through the Channel process (first contact - 03000 267 979)
- Where there is disagreement between members of staff about the need to make a referral
- Concerns about a young person subject to a Child Protection Order should be relayed to the keyworker immediately, in the absence of a key worker, the procedure below should be followed.

Learners Aged 18 Years or Over:

There is no requirement to report abuse to any external agency unless there is a risk to others aged under 18 years, or it concerns an adult at risk, in which case Clear Quality Limited safeguarding procedures should be followed.

The learner may wish to involve the police. The role of staff is to support them through this process. Alternatively, if this is past abuse, then the learner may require directing towards a counselling agency, such as NSPCC, Victim Support, Support line or other abuse survivor support agencies.

Training:

Staff will undertake mandatory training in this area. All staff will receive basic child protection/safeguarding training every 3 years and the DSO will receive the appropriate level of training which is also renewable every two years. Training activities will be recorded for staff will be monitored. Where a staff member has not met the training requirements, managers will be responsible for ascertaining the reason why, ensuring compliance is met at the earliest opportunity.

New members of staff receive a thorough safeguarding induction and safeguarding training, or where they can demonstrate they have completed the same standard of training recently, then they would be exempt though they would still need to be trained in the reporting methodology and expectations of Clear Quality Limited.

Induction training will cover preventative action, roles and responsibilities as well as reporting mechanisms. Regular safeguarding updates are available to ensure that any updates or developments are disseminated to staff, so they remain current.

Training will include, but will not be restricted to:

- Abuse
- Basic Child Protection Procedures & Adults at Risk
- Bullying
- Grooming
- E-Safety
- Prevent, Radicalisation & British Values
- Risk Assessment
- Confidential Reporting Code (Whistle Blowing)
- Staff Code of Conduct

Training will be updated at least every three years for all staff.

Risk Assessments:

For all other risks, staff are responsible for making the learners aware that what they are doing is inappropriate and unacceptable. It is important that Safeguarding Designated Team are informed about any incident immediately. It is extremely important that all information is received and acted upon immediately. All incidents and complaints received relating to the health, safety and wellbeing of learners and staff will be acted upon, recorded and stored for future reference. Incidents should be recorded on an Incident Report Form as soon as reasonably practicable.

Risk assessments should cover:

- Where it is known that a learner has a difficulty or disability that might impact on their learning a Risk Assessment should be completed on the venue, activity and the learners. Such Risk Assessments will be held with the course/class register or panned portrait.
- Staff engaged in Off Site and Lone Working arrangements must be familiar with the Lone Working Policy and adhere to its requirements.
- The Lone Working Policy is based on a thorough appraisal of the risks and how to mitigate them.
- Delivery occurs in many venues. It should not be assumed that fire evacuation and first aid policies are the same in every venue. All staff should always make themselves and the learners aware at the beginning of every session;
 1. First Aid - who is first aid qualified and where the first aid box is located
 2. The Fire evacuation procedures - What to do in the event of a fire, including the need to leave by the nearest available fire exit and location of assembly point and inform learners if there is likely to be a practice fire alarm



Designated Safeguarding Officer:

Designated Safeguarding Officer

Edward Rhodes – Compliance Trainer and Auditor Edward.rhodes@clearquality.co.uk
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In non-severe cases please email the safeguarding email on the following:

Email Address

training@clearquality.co.uk

Links to relevant documents and websites for relevant definitions

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/550499/Keeping_children_safe_in_education_Part_1.pdf <http://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/> <https://www.gov.uk/government/publications/working-together-to-safeguard-children> <https://www.gov.uk/government/publications/keeping-children-safe-in-education>

Appendix 1

Safeguarding Investigation Form

Date and time of incident/disclosure		Date and time of report to DSO	
1. Details of person reporting the safeguarding issue or alleged Incident			
Name:			
Tel Number (preferably mobile No):			
Relationship to subject: i.e. tutor, friend			
Has the learner given consent to refer?	Yes		No
2. Details of the person/s who have been affected by a safeguarding incident			
How many people have been affected?			
Name		D.O.B	
Address inc postcode		Contact number	
What qualification are they enrolled on?		Tutor name: (if different from above)	
Does the individual have a disability?	Yes		No
If yes, please give details:			
Email address			
Is the above person under 18 or an adult at risk? If yes, please complete the parent carer details below.			
Parent/Carer Name		Carer/Parent been informed	

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Parent/Carer Address inc Postcode		Contact number Home	
Parent/Carer email address		Relationship to Subject	
Are you aware of any other Professionals/Agencies that are involved with supporting the person?			
Agency	Tel No	Contact Name	Role
3. Is this an issue that involves?			
Immediate Danger		Aged 19+ Vulnerable Person Protection issue	e-Safety Issue
Illegal Activity		Prevent – anti Radicalisation	Issue Behaviour Management
Aged 0-18 Child Protection issue		Bullying & Harassment	Other
If other, please give further details:			
4. Relevant Witnesses			
Full Names	Tel no	Address	Relationship to person
5. Details of incident, disclosure or issue			
Give an account of the issue, disclosure or incident in as much detail as possible, please include details of when the incident took place (if applicable) where the incident took place (if applicable)			

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Signature of person reporting incident	

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Log of Actions		
Date of action	Name	Details