Safeguarding Policy 2013

Purpose and scope

All providers of adult, community and work-based learning in England are required by the Safeguarding Vulnerable Groups Act 2006 to secure the safety of children, young people and vulnerable adults who are their learners. This policy establishes our commitment to Safeguarding the welfare and preventing the abuse of all children and vulnerable adults attending our courses. The purpose of this policy and these procedures is to ensure that the rights of children and vulnerable adults are protected and any concerns are raised and dealt with appropriately.

Kaplan’s commitment to Safeguarding

Kaplan is committed to ensure all learners are kept safe and secure so that they can learn and thrive. It is the responsibility of all staff, board members, directors and independent contractors to Safeguard Kaplan’s young people and vulnerable adults.

Table of Contents

Useful definitions 2
Responding to a disclosure 3
The 5 R’s 4
Legislation, learners and staff training 5
E-Safety, Quality Improvement and other relevant policies 6
Appendices: list of contents 7
Definitions/ indicators of abuse 8
Sources of Advice and Support Contact Information 9 – 16
Flow chart 17
List of Designated Officers and contact details 18
Incident report form 19 - 21

Safeguarding Policy v3.SP
Due for revision Sept 13
Definitions

Safeguarding

The term ‘Safeguarding’ describes the broader preventative and precautionary approach to planning and procedures that are necessary to be in place to protect children and young people from any potential harm or damage.

Safeguarding is more than having background check policies and procedures in place. It means having a culture of vigilance where all staff know their responsibilities and act accordingly and all learners are aware of what they can expect and what to do if they have concerns. It is about providing a deep commitment to place the learner at the centre of our concerns and to build policies, practices and procedures around the learner for them to succeed.

Child or Young Person

In law a child is a child until their 18th birthday. There is no official age at which a ‘child’ becomes a ‘young person’.

Vulnerable Adult

Is a person who is aged 18 or over and is receiving any form of health care (including treatment, therapy or palliative care of any description), receiving a service or participating in an activity which is specifically targeted at people with age-related needs (includes needs associated with frailty, illness, disability or mental capacity), disabilities or prescribed physical or mental health conditions or expectant or nursing mothers living in residential care.

Harm

Harm includes not only ill treatment, but also the impairment of, or allowing an avoidable deterioration in physical, or mental health and also includes the impairment of either physical, emotional, social or behavioural development.

Neglect

Failing to act appropriately whether intentionally or unintentionally, e.g. ignoring medical or physical care needs.

Abuse

Is a violation of individual human and civil rights by any other person or persons. This can include sexual, physical, financial or emotional abuse and can be distinguished by singular or repeated acts or mistakes.
Designated Safeguarding Officers

Kaplan has a Designated Safeguarding Manager assigned to coordinate a group of Regional Designated Officers. She is responsible for liaising with the Designated Officers to provide appropriate training and support. The Designated Officers are responsible for acting upon any vulnerable adult or child protection concern. They are in charge of liaising with other external agencies.

Responding to a disclosure

Kaplan has developed a series of procedures to follow depending on whether the person involved is a young person (under 18), vulnerable adult or otherwise.

i) If a child makes a disclosure

Follow the 5 R’s procedure, keep questions to a minimum and explain what you need to do next. Explain that you may need to pass the information on in order to protect them. Report concerns to your Designated Safeguarding Officer within 24 hours so that a decision can be taken whether to refer onto an external agency. Record the concerns on an Incident Report Form.

ii) If an adult makes a disclosure

Unlike young people, adults have a right to insist upon confidentiality unless there are circumstances which can override this. However there are circumstances where this information must be passed on, e.g. if this is a vulnerable adult or if there is a chance that the adult has been or is being harmed or abused.

Procedures to follow in the event of an alert

Once the Designated Person has been made aware of a situation, they need to ascertain whether the young person or vulnerable adult is at risk of actual or potential harm or abuse or whether there are sufficient grounds to suspect abuse. Following this the DP may decide that further action is necessary and will refer it on to an external agency or that the situation can be monitored within Kaplan

Guidelines to follow when receiving a disclosure
Safeguarding must be the informed responsibility of all staff, senior management, volunteers and board members to ensure the learning environment is safe and secure for all. In order to do so they will need to consider and act on the 5 R’s:

**The 5 R’s**

**Recognition**: The ability to recognise behaviour that may indicate abuse is of fundamental importance. Whether the abuse may occur on Kaplan premises, in the home or in any other setting in which the learner may find themselves, all those playing a role in meeting learners' needs should be aware and informed so that possible abuse can be recognised, investigated and acted upon effectively. Signs and symptoms of abuse of young people and/or vulnerable adults may include direct disclosure. All staff will be trained to understand signs of possible abuse and know how, where and to whom to report concerns. Staff should be able to recognise signs of abuse, should know how to respond to learners, how to use appropriate questioning and how to record information accurately. They should be aware of the Kaplan Safeguarding Procedure Flowchart and how to follow this.

**Response**: Appropriate response by our staff is vital. No report of or concern about possible abuse should ever be ignored. Staff should be trained how to determine the most appropriate response and to clarify precise details. They should be aware of the correct protocol, i.e:

- Do not lead or probe with questions.
- Remain calm and demonstrate interest and concern while investigating.
- Tell the learner that you cannot promise not to disclose information, but this will be done on a 'need to know' basis.
- Reassure that they have done the correct thing in reporting their concerns and that they will do anything possible to help.
- Record any disclosures.

**Reporting**: Concerns will be reported to a line manager in the first instance. If this is inappropriate for whatever reason, then direct contact should be made with one of the Company’s Designated Safeguarding Officers, details available on the intranet under AAT – Staff training – Safeguarding – Designated Person.

Once concerns have been reported, responsibility for taking any further decisions and/ or actions resides with them.

**Recording**: Assessors are trained to ensure allegations are recorded precisely (if necessary), using the words of the complainant and including accurate quotation. This can include observations about the physical and emotional state of the individual sharing their...
concerns. Information is recorded and stored securely, confidentially and only accessible to those who need to access it as part of the action taken to resolve the complaint or allegation.

**Referral:** The decision to refer a complaint or allegation lies with the designated safeguarding officers, having gathered and examined all relevant information. No one else will investigate such a situation. Investigation will involve questioning colleagues, learners, carers, parents, learners, assessors and the complainant. Designated Safeguarding Officers will have access to organisations and websites in order to seek guidance and help for learners. The Designated Person will decide what action (if any) to take; i.e. whether to monitor and record a concern or refer it on.

**Legislation**

The main pieces of legislation relating to Safeguarding which staff should be aware of are:

- Human Rights Act 1988
- United Convention on the Rights of the Child
- Safeguarding Vulnerable Groups Act 2006
- Children Act 1989/ 2004
- Safeguarding Children and Safer recruitment in Education 2009
- Education Act 2002
- Every Child Matters 2004

All staff that may come into contact with children under 18 or vulnerable adults must have a current enhance CRB clearance (see Background Check Policy).

**Learners**

All learners will be introduced to their rights and responsibilities with regards to Safeguarding through their induction and initial assessment. Learners will go through a thorough sign up procedure with an assessor, where any special needs will be determined, logged and appropriately dealt with. All learners in work based learning will have their place of work vetted by a trained assessor for Health and Safety purposes. Learners who work in places deemed medium or high risk will be revisited periodically. All Health and Safety documents are kept and audited by the Health and Safety Manager, John Ryan and are made available to SFA. Reviews with learners include specific safeguarding questions, covering areas including Health & Safety, Equality and Diversity and other Kaplan Policies and Procedures. Learners have direct access to their assessor at all times and use this person as their first point of contact if they have any concerns.

**Staff Training**

All new employees will be introduced to their rights and responsibilities with regards to Safeguarding as part of their induction with their manager. The relevant policies are available to all employees via the Human Resources and Safeguarding pages of the intranet. Staff will

Safeguarding Policy v3.SP
Due for revision Sept 13
then be required to complete module 1 of the e-learning resource on the LSIS Virtual Learning Environment website; www.leadershiplearning.org.uk. On completion they will undertake the summative assessment and receive a certificate to prove completion of the course.

The Safeguarding Policy will be reviewed on an annual basis to ensure it covers any changes in legislation and remains suitable for the needs of the organisation. Further updates will be provided on an annual basis to cover Kaplans' policies and procedures. Designated persons will receive induction training and updates as and when necessary. They will keep in regular contact with the Safeguarding Manager.

E-Safety

Training will be given to staff and learners in relation to E-Safety. Please refer to separate E-Safety policy.

Monitoring and review

This policy will be monitored periodically by the Company to judge its effectiveness and will be updated in accordance with changes in the law.

Quality Improvement

The Quality Improvement team will monitor the effectiveness of the Safeguarding policy, practices and procedures through the following methods:

- Learner interviews and forum
- Staff surveys and questionnaires
- Observation of induction
- Observation of reviews

Other relevant policies

Please refer to the following policies on the intranet for further guidance:

- Equality and Diversity
- Health and Safety
- Whistle blowing Policy
- Learner code of conduct
- Staff code of conduct
- Dignity at work
- Induction pack includes anti bullying
- E-Safety policy

Background Checks

The Background Checks Policy is available on the intranet.
Review of policy

All allegations of abuse will be taken seriously and fully investigated and appropriate actions taken. Kaplan will review this policy annually or amend it sooner if an issue arises.
APPENDICES TO SAFEGUARDING POLICY

1. Definitions/ Indicators of abuse
2. Sources of advice and support contact information
3. Policy Flowchart
4. Designated Persons List and contact details
5. Incident report form
Appendix 1: Definitions/ Indicators of abuse

For children and young people this includes:

- **Physical** abuse which may involve hitting, shaking, throwing, poisoning, burning, scalding, drowning, suffocating or otherwise causing physical harm.

- **Emotional** abuse which is the persistent emotional maltreatment so as to cause severe and persistent adverse effects on their emotional development.

- **Sexual** abuse which involves forcing or enticing a child or young person to take part in sexual activities, including prostitution, whether or not the child/young person is aware of what is happening.

- **Neglect** consisting of the persistent failure to meet a child’s or young person’s basic physical and/or psychological needs, which is likely to result in the serious impairment of their health or development.

For vulnerable adults abuse can mean:

- **Physical** abuse including hitting, slapping, punching, kicking, misuse of medication, restraint or inappropriate sanctions.

- **Sexual** abuse including rape, sexual assault, or sexual acts to which the victim has not consented, could not consent to or was pressurised into consenting to.

- **Psychological** abuse including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, verbal abuse, isolation, or withdrawal of services or supportive networks.

- **Discriminatory** abuse including racist, sexist, religious abuse or abuse that is based on a person’s disability

- **Financial** abuse including fraud, exploitation, pressure in connection with wills, property, inheritance or financial transactions or the misuse or misappropriation of property, possessions or benefits.

- **Neglect** including ignoring physical or medical care needs, failure to provide access to appropriate services or the withholding of necessities of life
Appendix 2: Sources of Advice and Support Contact Information

NATIONAL SUPPORT

Adult Learning
Provides information and advice on many different aspects of adult learning including financial advice

Website: http://www.direct.gov.uk/en/EducationandLearning/AdultLearning/index.htm

NIACE - promoting adult learning
Website: http://www.niace.org.uk/

Adviceguide
Provides information on a range of topics including contact details of the National Association of Citizens Advice Bureaux

Website: www.adviceguide.org.uk

Autistic Society
Website: http://www.autism.org.uk/
Email: nas@nas.org.uk

Bereavement
Telephone: 0844 477 9400
Young Person’s Free Helpline: 0808 808 1677
Website: http://www.cruse.org.uk
Email: helpline@cruse.org.uk
Blind and Deaf Support

See Deaf and Blind Support below

Bullying and Child Abuse

Bullying UK

Website:  http://www.bullying.co.uk
Email: help@bullying.co.uk

Kidscape

Telephone:  Parents’ Anti-Bullying Helpline 08451 205 204
Website:  http://www.kidscape.org.uk/

Carers

Website:  http://www.carers.org/
Email: info@carers.org

Young carers support

Telephone:  0844 800 4361
Website:  http://www.youngcarers.net/
Email: youngcarers@carers.org

Child Exploitation and Online Protection Centre

Telephone:  0870 000 3344
Website:  http://www.ceop.police.uk/

Safeguarding Policy v3.SP
Due for revision Sept 13
Counselling

British Association for Counselling and Psychotherapy

Telephone: 01455 883316
Website: http://www.bacp.co.uk/
Email: bacp@bacp.co.uk

NHS Services Search

Website: http://www.nhs.uk/servicedirectories/pages/servicesearch.aspx

Deaf and Blind Support

Website: http://www.sense.org.uk/
Email: info@sense.org.uk

Domestic Abuse

Telephone: 0844 8044 999 / 0808 808 8141
Website: http://www.ncdv.org.uk
Email: office@ncdv.org.uk

Drugs

Talk to Frank – for advice and support

Telephone: 0800 77 66 00
Text: 82111
Website: http://www.talktofrank.com
Email: via the talktofrank website

Elder Abuse

Provides support to prevent the abuse of vulnerable older adults

Telephone: 0808 808 8141
Website: http://www.elderabuse.org.uk/

Safeguarding Policy v3.SP
Due for revision Sept 13
Employment Advice

Jobcentre plus telephone number: 0845 6060 234
Website: http://www.direct.gov.uk/en/Employment/index.htm
Website: http://www.acas.org.uk/index.aspx?articleid=1461

Financial

For free financial advice
Website: http://www.financialadvice.co.uk/

Housing Benefits

Housing and homelessness charity - Shelter
Telephone: 0808 800 4444
Website: http://england.shelter.org.uk/

Government assistance
Website: http://www.direct.gov.uk/en/index.htm

Internet Safety

For guidance on internet safety please refer to the following websites:
http://www.thinkuknow.co.uk
http://www.chatdanger.com
http://www.livewwires.com/

In addition please refer to Child Exploitation and Online Protection Centre information above

Learning Difficulties

Respond – supporting people with learning difficulties
Telephone: 0808 808 0700
Website: http://www.respond.org.uk/

VoiceUK – supporting people with learning difficulties
Telephone: 080 8802 8686
Website: http://www.voiceuk.org.uk/
Email: helpline@voiceuk.org.uk

Safeguarding Policy v3.SP
Due for revision Sept 13
Legal

For community advice covered by Legal Aid

Telephone: 0845 345 4 345
Website: http://www.communitylegaladvice.org.uk/

Medical Assistance and Health Issues

NHS Walk In Centres (No appointment needed)

NHS Direct – for medical and dental help

Telephone: 0845 46 47
Website: http://www.nhsdirect.nhs.uk/

NHS Services Search
Website: http://www.nhs.uk/servicedirectories/pages/servicesearch.aspx

Mental Health

Telephone: 0845 766 0163
Website: http://www.mind.org.uk/
Email: contact@mind.org.uk

In addition refer to counselling section above

Parent Support

Support line for parents with teenagers

Telephone: 0808 800 2222
Website: http://www.gotateenager.org.uk

Safeguarding Policy v3.SP
Due for revision Sept 13
**Personal Safety**

Key advisor on personal safety, safety policies and safety at work

   Telephone: 020 7091 0014
   Website: [http://www.suzylamplugh.org/](http://www.suzylamplugh.org/)
   Email: info@suzylamplugh.org

**Relationship Problems**

   Telephone: 0300 100 1234 / 0845 456 130
   Website: [http://www.relate.org.uk](http://www.relate.org.uk)
   Email: enquiries@relate.org.uk

**Samaritans**

   Telephone : 08457 909090
   E-mail: jo@samaritans.org
   Website : [www.samaritans.org](http://www.samaritans.org)

**Sexual Abuse**

Childhood and adult survivors of sexual abuse and rape

   Website: [http://www.aest.org.uk/](http://www.aest.org.uk/)

**Sexuality**

   Telephone: 08000 502020
   Website: [http://www.stonewall.org.uk](http://www.stonewall.org.uk)

**Victim Support**

   Telephone : 0845 3030900

Safeguarding Policy v3.SP
Due for revision Sept 13
Whistle Blowing

Telephone: 020 7404 6609
Website: http://www.pcaw.co.uk/

Young Persons Support

Child line

Telephone: 0800 1111
Website: www.childline.org.uk

Child Rights

Website: http://www.crae.org.uk/

NSPCC

Telephone: 0808 800 5000
Website: www.nspcc.org.uk
Email: help@nspcc.org.uk

Prince’s Trust

Support with barriers to their working lives
Telephone: 0800 842 842
Website: http://www.princes-trust.org.uk/

Young people in care

Website: http://www.anationalvoice.org/

LOCAL SUPPORT

General Search Engine

Website: http://www.thesite.org/community/localadvicefinder

Safeguarding Policy v3.SP
Due for revision Sept 13
3. Policy Flowchart

May go back to learner

Safeguarding Policy v3.SP
Due for revision Sept 13
## 4. Designated persons list and contact details

<table>
<thead>
<tr>
<th>Region</th>
<th>Designated Person</th>
<th>Contact number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Newcastle/ Glasgow/ KVT</td>
<td>Jennifer Charlton</td>
<td>07743859050</td>
</tr>
<tr>
<td>Leeds/ Sheffield/ Bradford/ Hull/ Hull/ Grimsby</td>
<td>Lauren Pickles</td>
<td>0113 243 7400</td>
</tr>
<tr>
<td>Liverpool/ Manchester</td>
<td>John Ryan</td>
<td>0161 2332023</td>
</tr>
<tr>
<td>Bristol/ Cardiff</td>
<td>Sara Bament</td>
<td>0117 954 3725</td>
</tr>
<tr>
<td>London/ Chelmsford/ Eastern</td>
<td>Glorem Khanna</td>
<td>020 7833 0700</td>
</tr>
<tr>
<td>Reading/Southampton</td>
<td>Lauren Kernutt</td>
<td>0118 9513 100</td>
</tr>
<tr>
<td>Birmingham/ MK/ East Midlands</td>
<td>Clare Robson</td>
<td>0121 200 8440</td>
</tr>
<tr>
<td>Kaplan Adult Learning</td>
<td>Clare Ardrey</td>
<td>0151 709 3862</td>
</tr>
<tr>
<td>KVT</td>
<td>Lorraine Midwinter</td>
<td>07887413552</td>
</tr>
</tbody>
</table>
### 5. Incident Report Form (to be completed by the Designated Person)

**Safeguarding Children and Vulnerable Adults**

*This form is to be used only if harm or abuse is suspected, not for dealing with general concerns regarding student welfare. Please complete as much of the following as possible.*

<table>
<thead>
<tr>
<th>Name</th>
<th>Gender</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Age and date of birth</th>
<th>Ethnicity</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Religion</th>
<th>First language</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Disability</th>
<th>Any special factors</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Parent’s/carer’s name(s) if under 18</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Home address (and phone no. if available)</th>
</tr>
</thead>
</table>

Are you reporting your own concerns or passing on those of somebody else? Give details.

Safeguarding Policy v3.SP
Due for revision Sept 13
What are the specific concerns? : include dates, times etc. of any specific incidents plus details of any previous concerns (cross reference to another report where necessary). Include any factual evidence you may have.

Any physical signs? Behavioural signs? Indirect signs?

Have you spoken to the person? If so, what was said /done?

If this is a young person (<18) do they have younger siblings? (ages, names if possible)

Has anybody been alleged to be the abuser? If so, give details.
Have you consulted anybody else (e.g. parent’s, carers, employer, professionals? **Exceptions**) Give details.

Has anything been done by a parent, carer or employer to increase your concerns?

Your name and position.

In what capacity have you had any contact with the person

To whom reported and date of reporting (assessor, tutor, 3rd party). When did they become aware of the concern?

Signature  Today’s date
Print name

**Recommended Actions**

Referral to Police/ PPIU/ LADO/ Social Service/ Other (If YES, need name, number and advice given)
Monitor

No further action