

Safeguarding Young and Vulnerable People Policy and Procedures

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POLICY STATEMENT

At Ashley Hunter Training Academy, the safety and welfare of our learner/learners is of the utmost importance.

The organisation has a duty of care to all its learners and a legal obligation to safeguard and promote the welfare of all its learners and to respond immediately if there is a suspicion a vulnerable adult may be a victim of bullying, harassment, abuse (including physical, sexual, emotional) or neglect.

All adults working in the organisation must protect young learners from abuse and be aware that any young learners or vulnerable adult may be the victim of harm of abuse or at risk of harm or abuse.

The organisation recognises that all staff who work with young people need to have basic training that equips them to recognise and respond to welfare concerns. All staff will receive adequate training to familiarise them with protection issues and responsibilities in addition to the organisation's procedures and policies. All staff undertake mandatory training upon recruitment and annually and undertaking refresher training at least every 3 months. Our next training date is the 20th January 2022.

Scope

This policy and these procedures apply to dealing with vulnerable adults and young people.

- a) When a learner who is over 18 reports abuse or harm, the organisation should consider whether the following procedures should be applied with the appropriate adaptations, to afford protection of vulnerable adults. It may be more appropriate that formal action is pursued by the learner under criminal or civil law. However, consideration must be given as to whether these issues would have implications for vulnerable adults within the organisation. In this instance, the local Social Services for the learners home address should be contacted when there could be implications for younger learners within that household, or associated networks.
- b) In the case of Learners aged 16-18 who report abuse or harm, the organisation will consider whether the following procedures should be applied with the appropriate adaptations, to afford protection of vulnerable children. It may be more appropriate that formal action is pursued by the learner under criminal or civil law. However, consideration must be given as to whether these issues would have implications for vulnerable children within the organisation. In this instance, the local Social Services for the learners home address should be contacted when there could be implications for younger learners within that household, or associated networks.

Ashley Hunter is part of the Safeguarding Network and has taken part in how to support Training Providers with different aspects to Schools and Colleges and how the Safeguarding Network can be more supportive to Training Providers.

This policy is reviewed on annual basis and/or when changes occur such as legislations, is reviewed.

The date of review was 8th April 2021. The next date for review of this policy is the 8th April 2022.

Signed:  _____

Director: Mostafa Hussain Date: 08/04/2021

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The Purpose of the Policy and Procedures

The purposes of this policy and the related procedures are:

- 1 To confirm the organisation's commitment and obligations in respect of Safeguarding and promoting the welfare of young people and vulnerable adults.
2. To ensure the organisation complies with relevant Government guidance.
3. To provide clear guidance to staff about how to respond when a case of possible harm, abuse or neglect is identified or suspected.
4. To ensure staff are aware of their responsibilities in dealing with learners
5. To ensure a prompt and effective response is taken when it appears a learner may be at risk of abuse or neglect.
6. To ensure staff are adequately briefed and trained in the implementation of the organisations Safeguarding Young People Policy and Procedures.
7. To ensure the roles and responsibilities of the designated Safeguarding Officer and other key staff for young people protection are known and understood by staff.

As part of our IT Policy, AHTA have a secure system to protect learners and employees from Radicalisation and prevention of any possible incident in high crime areas. The IT and telephone systems are monitored by the Managing Director and recorded and documented of any incidents that may have allegedly occurred. If any incidents occur, this will immediately and automatically notify the Managing Director. This is challenged by the Governance on a quarterly basis and any incidents are also followed up by the Safeguarding lead.

The locations of all employer placements for learner/learners are monitored for crime in the employer's specific areas, this enables the tutors, learners to be up to date and aware of any incidents that have occurred in their areas and if a significant threat, a risk assessment will be carried out.

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Lone Working Policy

AHTA Ltd acknowledges its duty to make adequate provision for health and safety of lone workers. It is the policy of AHTA Ltd to fully implement the general requirements of the Health and Safety at Work Act 1974 and The Management of Health and Safety at Work Regulations 1999 in so far as lone working is concerned. A key role in implementing this policy lies with departmental heads and line managers who must ensure staff are aware of and implement the requirements of this policy.

This document will guide you on AHTA policy for lone working; additional detailed guidance can be obtained from HSE books - Free Publication 'Working lone in Safety' INDG 73

The sections of lone working for which this document provides summary guidance includes: -

- Who are Lone Workers?
- Controlling the Risks
- Requirements of Lone Workers.

WHO ARE LONE WORKERS?

Summary Guidance

Lone workers can be anyone who works by themselves without close or direct supervision. Some common examples which can be found at AHTA Ltd are;

- Home workers.
- Persons working in an office or classroom on their own.
- People working outside normal hours on their own.
- Mobile workers who work away from the AHTA Ltd premises on their own.

Action required

- Identify all persons who are lone workers.
- Identify the locations and the tasks carried out.

REQUIREMENTS OF LONE WORKERS

Summary Guidance

1. It is important that lone workers are considered for known medical conditions which may make them unsuitable for working alone. This aspect of the assessment is conducted through Occupational Health. Consideration will be given to routine work and foreseeable emergencies which may impose additional or specific risks.
2. Lone workers must be suitably experienced, have received suitable instructions and if necessary, training on the risks they are exposed to and the precautions to be used. It is the policy of AHTA to ensure adequate supervision is provided.
3. The adequacy of the supervision will depend on the level of risk, types of risk and duration of exposure.
4. Each lone worker will be provided with a company mobile phone which will be used to ensure personal safety when out in the field

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Adequacy of supervision may involve some of the following;

- Periodic checks on lone workers i.e. visual
- Periodic contact with lone worker i.e., telephone
- Contact with other lone workers - records kept
- Automatic warning devices
- General or specific alarms for emergencies
- Checks on lone workers to ensure they have returned to the AHTA Ltd premises or home on completion of activities. (Location Services on company devices can assist in facilitating this)

Action required

- Check and monitor adequacy of supervision.
- Ensure any emergency equipment i.e. alarms, mobile phones are regularly checked and maintained.
- All company phones must be registered to an Apple ID linked to the Ashley Hunter email address and must have the location service enabled at all times. IP addresses can also be monitored through AHTA ICT monitoring systems.

Please note that there are separate procedures that relate to the 'safer recruitment of staff' These are to be found within the procedures from Human Resources and from the guidance available at:
<https://www.gov.uk/government/organisations/disclosure-and-barring-service>
<https://www.gov.uk/government/publications/safeguarding-children-and-safer-recruitment-in-education>

CONTROLLING THE RISKS

Summary Guidance

1. As required by The Management of Health and Safety at Work Regulations 1999 a suitable assessment should be carried out to identify the hazards and the level of risk that lone workers are exposed to.
2. Suitable controls will be identified within the assessments.
3. Depending on the level of risk there may be some higher risk activities/areas that due to the level of risk lone working will not be permitted e.g. mechanical equipment.

Action required

- Comprehensive risk assessments on all lone working activities/areas.
- Control measures to be identified, prioritized and implemented.
- Higher risk activities/areas identified and formal decisions made on authorisation/cessation of lone working.
- Formal systems/procedures developed for particular activities/areas, as required.

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Categories of abuse

The duties placed on providers relating to safeguarding and promoting the welfare of young people refer to any young person who has suffered from, or may be at risk of physical abuse, neglect, emotional abuse or sexual abuse. Staff should also be aware these may also relate to vulnerable adults. What is meant by each of these terms is set out as follows.

1. What is abuse or neglect?

Abuse and neglect are forms of maltreatment. Somebody may abuse or neglect a young person by inflicting harm or by failing to act to prevent harm. Young people may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults.

2. Physical Abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a young person. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

3. Sexual Abuse

Sexual abuse involves forcing or enticing a young person to take part in sexual activities, including prostitution, whether or not the young person is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. They may include non-contact activities, such as involving young people in looking at, or in the production of, sexual online images, watching sexual activities, or encouraging young people to behave in sexually inappropriate ways.

4. Emotional Abuse

Emotional abuse is the persistent emotional maltreatment of a young person such as to cause severe and persistent adverse effects on the young person's emotional development. It may involve conveying that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed upon them. These may include interactions that are beyond their developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the young person participating in normal social interaction. It may involve seeing or hearing the ill treatment of another. It may involve serious bullying, causing the young person to frequently to feel frightened or in danger, or the exploitation or corruption of a young person. Some level of emotional abuse is involved in all types of maltreatment of a young person, though it may occur alone.

5. Neglect

Neglect is the persistent failure to meet a young person's basic physical and/or psychological needs, likely to result in the serious impairment of their health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- Provide adequate food, clothing and shelter (including exclusion from home or abandonment)
- Protect a child from physical harm or danger

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Ensure adequate supervision (including the use of inadequate caregivers)
Ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness of, a young person’s basic emotional needs
The notion of ‘abuse’ includes bullying and other intimidating behaviour and racial abuse or harassment
Such behaviour can also be an element of any of the above categories of abuse. Separate policies exist for dealing with allegations of intimidation, harassment, violence and racial abuse against learners.

6. Child Protection

This is a **statement of intent** that demonstrates a commitment to safeguard children involved with in learning from harm. The essential inclusions for a child protection policy are outlined below:

The welfare of the child is paramount;

All children without exception have the right to protection from abuse regardless of gender, ethnicity, disability, sexuality or beliefs;

The policy is approved and endorsed by the board of Governors.

Who the policy applies to (i.e. all trustees, staff and volunteers);

Children and parents are informed of the policy and procedures as appropriate;

All concerns, and allegations of abuse will be taken seriously by, staff, Governors, volunteers and responded to appropriately - this may require a referral to children’s services and in emergencies, the Police;

A commitment to safe recruitment, selection and vetting;

Reference to principles, legislation and guidance that underpin the policy;

Arrangements for policy and procedures review;

Reference to all associated policies and procedures which promote children’s safety and welfare e.g. with regards to health and safety, anti-bullying, protection of children online, and photography.

7. Vulnerable Groups

A number of groups within our societies face higher risk of poverty and social exclusion compared to the general population. These vulnerable and marginalised groups include but are not limited to people with disabilities, migrants and ethnic minorities, homeless people, ex-prisoners, drug addicts, people with alcohol problems, isolated older people and children.

The problems these groups experience are translated into homelessness, unemployment, low education, and subsequently, their further exclusion from society.

Safeguarding and inclusion of vulnerable groups is one of the priorities of AHTA Ltd. In this context, AHTA Ltd has committed to develop strategies to integrate and include this cohort in all provision, respond to the multiple disadvantages and the need of particular groups.

- help to ensure that those who have regular contact with vulnerable groups through paid and unpaid work do not have a known history of harmful behaviour
- complete a detailed application form every time a disclosure check is required
- strike a balance between proportionate protection and robust regulation to protect the client group

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Prevent

Since 2010, when the Government published its Prevent Strategy, there has been increased awareness of the specific need to safeguard children, young people and vulnerable adults from radicalisation and violent extremism. Ashley Hunter Training Academy (AHTA) seeks to protect children, young people, vulnerable adults and learners against all messages of all violent extremism including, but not restricted to, those linked to Islamist ideology, far right/Neo Nazi/White Supremacist ideology, and extremist animal rights movements, etc.

Section 21 of the Counterterrorism and Security Act 2015 (the Act) places a duty on certain bodies, including schools and colleges, listed in Schedule 3 to the Act, to have **“due regard to the need to prevent people from being drawn into terrorism”**.

The Designated Safeguarding Officer will liaise with the relevant Prevent engagement officer from the local police force over matters related to learner/learners and combating radicalisation and violent extremism, including referrals through the Channel process.

Ashley Hunter have a legal responsibility to ensure that AH protect learners and employees from any radicalisation and extremist influences. In February 2008, the Government published guidance to local partners including colleges on preventing violent extremism. While the guidance was prompted following examples of Al Qaida terrorist activities, it was also aimed at reducing the risk of radicalisation of vulnerable people by other groups, including some Animal Rights Groups and Far Right Groups. Children, young people and vulnerable adults are particularly targeted by extremist groups who may promote violent extremist narrative and activity. AH have IT monitoring systems in place (QUSTODIO) to protect learners, employers from any online radicalisation, social media or any other platforms that promote ideology.

Any safeguarding concerns concerning radicalisation and extremist views should be recorded in writing and reported to the Designated Safeguarding Officer who will liaise as appropriate with the local Prevent Engagement Officer, following the agreed referral and Channel process.

The organisation will provide appropriate and timely support including referral via the Channel process to any learner at risk of radicalisation and violent extremism.

See Annex 1 –Channel Process Flowchart
See Doc 41 Prevent Policy

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British Values Statement

The Department for Education introduced a statutory duty for schools to promote British Values more actively from September 2014, and to ensure they are taught in schools. Ashley Hunter Training Academy is committed to serving its community. It recognises the multi-cultural, multi-faith and ever-changing nature of the United Kingdom. It also understands the vital role it has in ensuring that groups or individuals within the Academy are not subjected to intimidation or radicalisation by those wishing to unduly, or illegally, influence them.

It follows equal opportunities guidance which guarantees that there will be no discrimination against any individual or group, regardless of faith, ethnicity, gender, sexuality, political or financial status, or similar. Ashley Hunter Training Academy is dedicated to preparing learners for their life beyond the formal, examined curriculum and ensuring that it promotes and reinforces British values to all its learners. The government set out its definition of British values in the 2011 Prevent Strategy.

The five key British Values are:

- Democracy
- The rule of law
- Individual liberty
- Mutual respect
- Tolerance of those of different faiths and beliefs

The Academy uses strategies within its curriculum and beyond to secure such outcomes for learners. The examples that follow show some of the ways Ashley Hunter Training Academy seeks to instil British Values.

Democracy

The Academy is committed to collecting and acting on the views of its learners and stakeholders through:

- Questionnaires
- Consultations
- Learner Meetings/feedback
- Employer Meetings/feedback

The Rule of Law

The Academy is committed to develop law abiding citizens by:

- Teaching the value and reasons behind the law within induction and IAG sessions
- Publishing the Learner handbook that every learner will sign and adhere to
- Enforce consequences of breaking the code of conduct and reward learner who keep it
- Inviting authorities to engage with learners and re-enforce the message

Individual Liberty

The Academy promotes the individual's liberty by:

- Encouraging learners to make individual choices within their personal pathway
- Actively promoting and helping learners to express their ideas and views in an open and safe environment
- Enforcing the Academy's anti-bullying policy

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Mutual Respect

It is important that Learners know their behaviour has an effect on their own rights and the rights of others. Treating each other with respect is actively promoted through the code of conduct and the aims of the Academy. It is further underpinned within the programme of learning. Curriculum design includes projects that encourage working in groups and understanding each other's needs/strengths and weaknesses thus promoting a culture of mutual respect and helpfulness.

Tolerance of Those of Different Faiths and Beliefs

Ashley Hunter Training Academy is not a faith Academy and does not actively promote one faith or belief system over another, Learners are actively encouraged to share their beliefs in an honest and open environment.

Examples of how the Academy promotes tolerance to different faiths and beliefs:

- The Academy encourages informal learner led discussion and promotes tolerance
- Single equality policy enforced within the Academy
- Celebration of different faiths on key calendar days.

The organisation will

Conform to our own Policy of Recruitment during recruitment of staff, include statements of intention toward DBS within all internal and external recruitment advertisement, and regularly train staff on Safeguarding issues within the post 16 contexts. No staff members will have unaccompanied visits with learner/learners until DBS clearance has been received by AHTA.

Safeguarding information is provided to all learners and their employers with online resources, bespoke sessions and links to websites and resources. The use of the Local Safeguarding Board will also be promoted along with Social Services and other learner specific support agencies as required.

Safer Practice / Safer Learning leaflets will be given out to all learners with the details of the specific centres Safeguarding Officers named. Links for Safeguarding Officers contact details are located on the learners Health and Well being handbook and are all accessible on the learner's E Portfolio E Track. All learners are emailed informing them of any changes to Safeguarding officers and informed of any updates.

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Positive Disclosures

- A. The term ‘positive disclosure’ refers to a disclosure containing information relating to convictions, cautions, reprimands, etc. plus ‘soft information’ relating to non-convictions, but which police forces deem relevant.
- B. If a positive disclosure (self-disclosure or CRB information or from another source) is received for:
- an employee already working with vulnerable groups, a risk assessment should be undertaken and dependent on the circumstances and conviction they may be removed from that area of work immediately, pending further enquiries and action;
 - an applicant who has been made an offer of employment but failed to disclose the information at application stage, the offer of employment will usually be withdrawn,
 - an applicant (self-disclosure on an application form) this will be taken into account when making the recruitment decision as part of the recruitment and selection process.
- C. Most final decisions regarding employees or applicants following disclosure will be made after an interview with the individual concerned. The interview will take place with the relevant Manager as appropriate and a member of the Safeguarding team will be present.
- D. The interview is necessary to verify that the disclosure does relate to the individual (errors do occur in the DBS system occasionally) and to gain their views on the matter. The discussion at the interview will depend on each individual case.
- E. Following the interview, a decision will be made as to whether the individual can start (or continue) in employment at AHTA Ltd and, if so, in what capacity. The Manager will be accountable for the decision but will be expected to discuss with the Safeguarding Officer and usually with their manager as well. In the event of a disagreement about the decision, the matter will be referred to the relevant Director and their decision will be final.
- F. If the decision is to:
- Withdraw an offer of employment, the individual may make representations in writing within 5 days of receipt of decision to the relevant Director and their decision will be final;
 - Dismiss an employee; the individual may appeal the decision using standard AHTA Ltd appeal procedure (submit an appeal in writing to a manager more senior than the one who made the decision, within 5 working days of receipt of the decision)

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Responsibilities of Staff

3.1 The Role of the organisation

The Safeguarding Officer is committed to ensuring that the organisation:

- Raises awareness of issues relating to safeguarding and promoting the welfare of young people and vulnerable adults in the organisation.
- Provides a safe environment in which young people learn.
- Identifies young people who are suffering, or at risk of suffering, significant harm and takes appropriate action to see that such young people are kept safe in the organisation.
- Have procedures for reporting and dealing with allegations of abuse against members of staff and volunteers.
- Operates safe recruitment procedures.
- Designates a member of staff with sufficient authority to take lead responsibility for the protection of young people and vulnerable adults.
- Remedies any deficiencies in or weaknesses in regard to the protection of young people arrangements that are brought to the Safeguarding Officer's attention
- The Compliance Manager will approve and annually review organisation policies and procedures.

3.2 The Safeguarding Officer

3.2.1 The organisation has nominated Jackie Hill as the Safeguarding Lead and Mohammed Islam, as the second Safeguarding Officer/Designated person.

3.2.2 The Safeguarding Officer is responsible for liaising with the Board and Senior Designated Manager over matters regarding the protection of young people and vulnerable adults, including:

- Ensuring that the organisation has procedures and policies which are consistent with the Local Safeguarding Young People's Procedures
- Ensuring that the organisation considers the policy on the protection of young people each year
- Ensuring that the organisations training planner for the year has planned and undertaken safeguarding training and is kept on employee's individual records of training (CPD) Log.

The Safeguarding Officer is responsible for:

- Reporting on matters relating to safeguarding
- Providing first-line advice to staff and learners on protection of young people matters and vulnerable adults.
- Knowing how to make an appropriate referral and then to liaising with protection officers in local authorities to see advice on how best to deal with a specific case.
- Dealing with individual cases, including attending case conferences and review meetings as appropriate.
- Agreeing and implementing actions relating to individual young people protection cases.
- Advising on any improvements that should be introduced to improve the procedures relating to young people protection.
- Supporting the processes of briefing and training of staff on matters relating to young people and Vulnerable adults and protection.

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Safeguarding Officers Contact Details

Name	Contact No	Email Address
Jackie Hill	07976366078	Jackie@ashleyhunter.co.uk
Mohammed Islam	07500 142742	mohammed@ashleyhunter.co.uk

3.2.3 The Managing Director is responsible for overseeing the liaison with the external agencies such as the police and/or social services in connection with allegations against the Safeguarding Officer or Senior Designated Manager. This will not involve undertaking any form of but will ensure good communication between the parties and provide information to assist enquiries.

3.2.4 To assist in the duties, the Safeguarding Officer shall receive appropriate training in line with LSYPB (Lead Safeguarding Young Persons Board) procedures.

3.3 The Safeguarding Officer

3.3.1 The Safeguarding Officer shall be designated with the overall responsibility for the protection of young people.

332 The Safeguarding Officer is responsible for the management of the organisation's overall policy and procedures that relate to the protection of young people issues. The Safeguarding Officer will have received training in young/vulnerable person protection issues and inter-agency working, as required by the LSYP and will receive refresher training at least every year and where legislations and information change. The Safeguarding Officer will keep up to date with developments in young and vulnerable person protection issues.

More specifically has the responsibility to/for:

- Liaising with the Managing Director, Adult Services, Social Services and other agencies to refer individual cases of suspected or identified abuse, neglect or such allegations.
- Acting as the key contact person within the organisation.
- Being responsible for co-ordinating action with the organisation on the protection of young and vulnerable people issues.
- Where appropriate liaising with staff to share information, but only on a 'need to know basis', to protect rights of young people to confidentiality.
- Overseeing the planning of any curricular or other provision - e.g. Ensuring an effective approach to dealing with bullying.
- Representing the organisation at meetings and being a member of a core group is required.
- Raising awareness about the protection of young people and ensuring all staff are familiar with this Policy and Procedure and receive basic training in young and vulnerable people protection issues.
- Ensuring that specific staff are trained in the LEA (Local Education Agency) guidelines and DfES guidelines.
- Providing advice and support to other staff on issues relating to young and vulnerable people protection.

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- Maintaining a proper record of any young and vulnerable person referral, complaint or concern (even where that concern does not lead to a referral).
- Ensuring that carers of young and vulnerable people within the organisation are aware of the organisation's protection policy
- Liaising with agencies as appropriate
- Liaising with organisations which send learners to the organisation to ensure that appropriate arrangements are made for the learners.
- Where an inter-agency protection plan is in place, ensuring the organisation is involved, if necessary, in the preparation of the plan and ensuring the organisation's role is clearly defined. This will include any involvement with the Multi-Agency Public Protection Arrangement (MAPPA).
- Ensuring that there are effective arrangements for liaising with employers and training organisations that receive young people from the organisation on placements to ensure that appropriate safeguards are put in place.
- Ensuring that staff receive basic training in young people protection issues and are aware of the organisation's protection procedures.
- Reporting annually to the board of the organisation on how the organisation has discharged its duties. The designated staff member is responsible for reporting deficiencies (which may be identified internally or by outside agencies) in procedure to the board at the earliest opportunity.

3.4 The Safeguarding Officer

The Safeguarding Officer is responsible for:

- Reporting on matters relating to safeguarding
- Providing first-line advice to staff and learner/learners on protection of young people matters.
- Knowing how to make an appropriate referral and then to liaising with protection officers in local authorities to see advice on how best to deal with a specific case.
- Dealing with individual cases, including attending case conferences and review meetings as appropriate.
- Agreeing and implementing actions relating to individual young people protection cases.
- Advising on any improvements that should be introduced to improve the procedures relating to young people protection.
- Supporting the processes of briefing and training of staff on matters relating to young people protection.
- Undertaking training in young people protection issues and inter-agency working as required by the LSYPB.

3.5 The roles and responsibilities of all staff

Everyone in the organisation must be aware that any young person or vulnerable adult may be the victim of abuse or may be at risk of physical abuse, neglect, emotional abuse or sexual abuse.

Key management and all staff working with young people will receive training adequate to familiarise them with young person protection issues and responsibilities and the organisation policy and procedures, with refresher training at least every three years.

Consequently, all staff members must be familiar with these procedures. It is the responsibility of all members of staff to act immediately if they become aware of an actual case of abuse/neglect or become suspicious that there may be a risk of abuse/neglect.

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Dealing with Disclosure of Abuse and Procedure for Reporting Concerns

These procedures must be followed by all members of staff

4.1 Confidentiality

4.1.1 Confidentiality is an issue which requires discussion and understanding by all those working with young people particularly in the context of protection. Normally, personal information should only be disclosed to third parties with the consent of the subject of that information.

4.1.2 Wherever possible, consent should be obtained before sharing personal information with third parties. In some circumstances, consent may not be possible or desirable but the safety and welfare of the young or vulnerable person dictates that the information should be shared.

4.1.3 Clear boundaries of confidentiality will be communicated. Staff have a professional responsibility to share relevant information about the protection of young people with other professionals.

4.1.4 If a young person confides in a member of staff and requests the information is kept secret, it is important the member of staff tells the young person in an appropriately sensitive way that he or she has a responsibility to refer cases of alleged abuse to the appropriate people in the organisation and the young person should be assured the matter will be disclosed only to people who need to know.

4.1.5 All personal information regarding a young person will be kept confidential except when:

- A) It is suspected that a young person is the victim of abuse;
- B) It is suspected that an adult with learning difficulties is at risk from abuse (this would include any learner whose limited understanding of relationships meant they could not protect themselves from abuse).

4.1.6 The Safeguarding Officer will liaise with the learner, if appropriate, in respect of disclosure to Agencies. All records are kept within a secure password protected drop box, upon only the Safeguarding Officers can gain access with passwords.

The need to safeguard the interests of all young persons and vulnerable adults will be an overriding consideration

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4.2 Disclosure of Abuse

4.2.1 If a young person discloses abuse, or if abuse is suspected, staff should:

- Listen carefully and stay calm;
- Question normally and without pressure, in order to be sure that what the young person is saying is fully understood by the member of staff;
- Reassure the young person throughout that by telling a member of staff they have done the right thing;
- Inform the young person that the information must be passed on but that only those who need to know about it will be told. Inform the young person to whom the matter will be reported (having regard to Section 4.3).
- Note the main points carefully, be factual using the young person’s own words
- Make a detailed note of the date, time, place where the alleged abuse took place, what the young person said, did and the questions asked by the member of staff. Include a description of any injuries observed, the member of staff’s name and those of any other present

4.2.2 For learners in the organisation who have disabilities and difficulties in communicating, extra care should be taken to enable the young person to express themselves to a member of staff with appropriate communication skills.

4.2.3 Staff should not:

- Put words into the young person’s mouth or ask leading questions
- Investigate concerns or allegations, the organisation has no investigative role, but should report them immediately to the Safeguarding Officer.
- Promise confidentiality (refer to section 4.1);
- Forget to record what you have been told;
- Fail to pass on the information to the correct person;
- Assume someone else will take the necessary action.

4.3 Act Immediately!

4.3.1 Any member of staff who has any concern about a young person or vulnerable adult must discuss the case with the Safeguarding Officer (see above for details) immediately (at least within the same working day), so that, if necessary, a referral can be made to the relevant agency/local authority without delay.

4.3.2 If the Safeguarding Officer cannot be contacted the staff member should contact one of the other Directors. The Safeguarding Officer must notify the Managing Director as soon as practicable and in any event within 24 hours of the disclosure or suspicion being raised.

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4.4 Action by the Safeguarding Officer

4.4.1 The Safeguarding Officer will collate relevant information about the case and at the earliest opportunity (normally within the same day), will take a decision about whether the case should be referred to the relevant external agency/Local Authority. The Safeguarding Officer may discuss the case with relevant people/officers in the relevant agency/Local Authority to seek advice as to the appropriate action to be taken.

4.4.2 The Safeguarding Officer will collate the relevant information and discuss the case with one of the Directors who will take responsibility for referring the case to the Local Authority.

4.5 Investigation of a Case

4.5.1 Individual members of staff must not investigate abuse concerns. This will be carried out if necessary by the appropriate agency and usually by an external agency.

4.6 Making Written Notes

4.6.1 A member of staff must make a written record of their concerns at the earliest opportunity - recording relevant facts accurately and clearly. Do not make any assumptions or confuse fact with opinion.

4.6.2 When recording discussions that took place regarding the case (e.g. with the young person), members of staff should try to record accurately what was said. Where possible, the actual words that were said should be recorded.

Any notes must be given to the Safeguarding Officer as soon as possible and will help to ensure accuracy in recalling events later. Such notes should be stored safely.

4.7 Written Records

The Safeguarding Officer shall retain a copy of: -

The report

Any notes or correspondence dealing with the matter

Any other relevant material

Copies of reports, notes and all documents should be kept securely locked at all times and access to records will be confined to designated staff.

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4.8 Record Keeping

- A) All records relating to the welfare and/or young protection concerns for any learner will be kept in locked filing cabinets (The Welfare and Young Protection Files) which are maintained at Regional Office by the Safeguarding Officer and also on drop box which is only accessible by the two Safeguarding officers.
- B) The organisation will adopt the standard documentation that is prescribed under the procedures for 'The Common Assessment Framework' which has been developed for use within all local authorities and relevant partners.
- C) For any learner who has been the subject of a welfare or young person protection matter, a note will be placed on their record the note will state that 'this learner has been the subject of a welfare or young person protection concern. For further information refer to the Safeguarding Officer at Regional Office'
- D) Records will be kept for any learner who is listed on the Child Protection Register (CPR) for any local authority and these records will be maintained within the 'Welfare and Young Person Protection Files' The Safeguarding Officer will ensure that relevant course tutors are advised about the Child Protection record for any such learner.
- E) The Safeguarding Officer will ensure that where there is a record within the Welfare and Young Person Protection Files, a note is placed on the main file for the learner to make reference to the record within the Welfare and Young Person Protection Files.
- F) Where a course tutor has a learner in their group who has been placed on the Child Protection Register, she/he will advise the Safeguarding Officer of any significant changes in behaviour or of any other concerns.
- G) Records relating to the welfare of a learner will remain on the 'Welfare and Young Person protection files' for a period of one year from the date that the learner leaves the organisation.
- H) When the learner leaves the organisation, any educational institution to which the learner progresses will be advised in writing that the learner records within the organisation contain information about child protection concerns even where these are no longer current.

4.9 Contact with the Family

491 Contact with the family should first be discussed with the organisation's Safeguarding Officer, who will consult relevant staff within the appropriate external agency/local authority.

4.9.2 In cases where a minor physical injury causes concern, it is usual to discuss this with the parent or carer. If the explanation suggests a non-accidental cause the injury (or failure to protect the young person from harm), the parent or carer should be advised that the matter may be referred to an agency and most likely to the Social Services of the relevant local authority.

4.9.3 In cases of possible neglect or emotional abuse, the concern is likely to have built up over a period of time. There may have been discussion between staff of the organisation and the family about sources of help but if concerns persist, the Young Person Protection Advisor will need to refer to the Children and Family Service and will normally advise the family of this.

4.9.4 In cases where there are suspicions of sexual abuse, where there is fabricated or induced illness of where to do so would place the young person in greater risk, the Safeguarding Officer will seek immediate advice from the Children and Family Service staff before discussing this matter with the family, to determine whether it is appropriate for the Safeguarding Officer to speak with the family or whether instead an external agency may liaise with the family.

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4.10 The Child Protection Register

- A) The organisation will normally be told by the relevant Children’s Social Services when a learner’s name is on the Child Protection Register (CPR) whether within Greater Manchester or within another local authority in other areas i.e.: West Midlands and London.
- B) The Safeguarding Officer will write to the relevant department of all local authorities in Greater Manchester to request that they inform us if any young person on their Child Protection Register is currently attending the organisation.
- C) The name and contact details of the key social worker must be obtained and clearly recorded on the relevant learner’s record within the ‘Welfare and Young Person Protection Files’
- D) The organisation will participate fully in the work of relevant professionals who are responsible for these learners and will assist with the objectives of the Young Person Protection Plan for the learner.
- E) When a learner’s name is on the CPR, the Safeguarding Officer for the organisation will report all absences, behavioural changes or any other concerns to the key social worker.
- F) When a learner whose name is on the CPR leaves the organisation, the Safeguarding Officer will send the information and records relating to child protection to the designated Child/Young Person Protection Office at any educational institution to which the learner progresses.

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4.11 Sharing Information and requests for assistance by other agencies

- A) The organisation has a legal duty to assist other agencies including the appropriate department within the local authority or the Police, when they are making enquiries about the welfare of a young person or vulnerable adult.
- B) It is therefore appropriate that information about a young person or vulnerable adult is shared with other agencies but such information must only be shared on a 'need to know' basis with other agencies'
- C) When telephone requests for information are received, the relevant member of staff should always contact the Safeguarding Officer who will deal with the request in a manner consistent with (d) below.
- D) Where a written request for information is received by a member of staff, the member of staff should always advise the Safeguarding Officer and they should handle the information request or expressly authorise that member of staff to deal with the enquiry. If the staff member does not receive this authorisation they should not engage in detailed dialogue.
- E) Requests for attendance at meetings about individual learners should be notified to the Safeguarding Officer who will arrange the preparation of a report and attendance at the meeting.
- F) Reports on learners should contain information about the learner's:
 - Progress
 - Attendance
 - Behaviour
 - Relationships with young people and adults
 - Family
 - Any other relevant matter
- g) Reports should be objective and distinguish between fact, observation, allegation and opinion.
- h) Any Report shall remain confidential for the purposes of any young person protection investigation.

4.12 Contact Details for External Agencies

The Safeguarding Officer will ensure that a directory of external contacts is maintained.

Annex 2 - AHTA Safeguarding Report, Record, Referral Process

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Allegations or concern about a staff member, carer, volunteer or a learner

5.1 The organisation recognises that an allegation of abuse made against a member of staff may be made for a variety of reasons and that the facts of the allegation may or may not be true. The organisation recognises that the Children Act 1989 states that the welfare of the young or vulnerable person is the paramount concern. It is also recognising that hasty or ill-informed decisions in connection with a member of staff can irreparably damage an individual's reputation, confidence and career. Therefore, allegations of abuse by a member of staff shall be handled with sensitivity.

5.2 It is essential that any allegation of abuse made against a member of staff is dealt with fairly, quickly and consistently. The organisation has a procedure that applies to all staff, whether teaching, administrative, management or support and volunteers. This procedure is called 'Safeguarding Young/Vulnerable People - Dealing with allegations of abuse against Staff'

5.3 In the event that there is an allegation of abuse made against a learner, then the matter should be discussed immediately with Safeguarding Officer who will discuss the matter with the Managing Director and determine what action(s) to take. The following will inform the decisions:

- Taking such steps s/he considers necessary to ensure the safety of the learner in question and any other learner who may be at risk;
- Reporting the matter to the local relevant services in accordance with the organisation procedure.
- Ensuring that the person who reported the concern completes a written report.

Whistle Blowing Policy

5.4 Employees are often the first to realise that there may be something seriously wrong, however, they may not express their concerns because they feel that speaking up would be disloyal to their colleagues or to the AHTA Ltd. They may also fear harassment or victimisation. In these circumstances, it may be easier to ignore the concern rather than report what may just be a suspicion of malpractice.

5.4.1 AHTA Ltd is committed to the highest possible standards of openness, probity and accountability. In line with that commitment we expect employees, and others that we deal with, who have serious concerns about any aspect of the AHTA Ltd.'s work to come forward and voice those concerns. It is recognised that most cases will have to proceed on a confidential basis.

5.4.2 The policy document makes it clear that you can do so without fear of victimisation, subsequent discrimination or disadvantage. This whistle-blowing policy is intended to encourage and enable employees to raise serious concerns **within** AHTA Ltd rather than overlooking a problem or 'blowing the whistle' outside.

5.4.3 The policy applies to all employees and those contractors working for company on AHTA Ltd premises, for example, agency staff, builders, and drivers. It also covers suppliers and those providing services under a contract with AHTA Ltd in their own premises, for example external agencies.

5.4.4 These procedures are in addition to the AHTA Ltd.'s complaints procedures and other statutory reporting procedures applying to directorates. You are responsible for making service users aware of the existence of these procedures.

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Aims and scope of whistle blowing policy

5.5 This policy aims to:

- Encourage you to feel confident in raising serious concerns and to question and act upon concerns about practice
- Provide avenues for you to raise those concerns and receive feedback on any action taken
- Ensure that you receive a response to your concerns and that you are aware of how to pursue them if you are not satisfied
- Reassure you that you will be protected from possible reprisals or victimisation if you have a reasonable belief that you have made any disclosure in good faith.

5.6 There are existing procedures in place to enable you to lodge a grievance relating to your own employment. The whistle-blowing policy is intended to cover major concerns that fall outside the scope of other procedures. These include:

- Conduct which is an offence or a breach of law
- Disclosures related to miscarriages of justice
- Health and safety risks, including risks to the public as well as other employees
- Damage to the environment
- The unauthorised use of public funds
- Possible fraud and corruption
- Sexual or physical abuse of clients, or
- Other unethical conduct

5.7 Thus, any serious concerns that you have about any aspect of service provision or the conduct of officers or members of AHTA Ltd or others acting on behalf of AHTA Ltd can be reported under the whistle-blowing policy. This may be about something that:

- makes you feel uncomfortable in terms of known standards, your experience or the standards you believe AHTA Ltd subscribes to; or
- is against the AHTA Ltd policies; or
- falls below established standards of practice; or
- amounts to improper conduct.

5.8 This policy does **not** replace the corporate complaints procedure.

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SAFEGUARDS

6.1 Harassment or Victimisation

6.1.1 AHTA Ltd is committed to good practice and high standards and wants to be supportive of employees.

6.1.2 AHTA Ltd recognises that the decision to report a concern can be a difficult one to make. If what you are saying is true, you should have nothing to fear because you will be doing your duty to your employer and those for whom you are providing a service.

6.1.3 AHTA Ltd will not tolerate any harassment or victimisation (including informal pressures) and will take appropriate action to protect you when you raise a concern in good faith.

6.1.4 Any investigation into allegations of potential malpractice will not influence or be influenced by any disciplinary or redundancy procedures that already affect you.

CONFIDENTIALITY

6.2 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.

ANONYMOUS ALLEGATIONS

6.3 This policy encourages you to put your name to your allegation whenever possible.

6.4 Concerns expressed anonymously are much less powerful but will be considered at the discretion of AHTA Ltd.

6.5 In exercising this discretion the factors to be taken into account would include:

- The seriousness of the issues raised
- The credibility of the concern and the likelihood of confirming the allegation from attributable sources.

UNTRUE ALLEGATIONS

6.6 If you make an allegation in good faith, but it is not confirmed by the investigation, no action will be taken against you. If, however, you make an allegation frivolously, maliciously or for personal gain, disciplinary action may be taken against you.

HOW TO RAISE A CONCERN

6.7 As a first step, you should normally raise concerns with your immediate manager or their superior. This depends, however, on the seriousness and sensitivity of the issues involved and who is suspected of the malpractice. For example, if you believe that management is involved you should approach the Operations Manager, Safeguarding Officer or Managing Director.

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6.8 Concerns may be raised verbally or in writing. Staff who wish to make a written report are invited to use the following format:

- the background and history of the concern (giving relevant dates);
- the reason why you are particularly concerned about the situation.

6.9 The earlier you express the concern the easier it is to take action.

6.10 Although you are not expected to prove beyond doubt the truth of an allegation, you will need to demonstrate to the person contacted that there are reasonable grounds for your concern. If ultimately you feel you have to take the matter externally, possible contacts are listed at Section 10 of this policy.

6.11 You may wish to consider discussing your concern with a colleague first and you may find it easier to raise the matter if there are two (or more) of you who have had the same experience or concerns.

6.12 You may invite your trade union, professional association representative or a friend to be present during any meetings or interviews in connection with the concerns you have raised.

HOW AHTA Ltd WILL RESPOND

6.13 AHTA Ltd will respond to your concerns. Do not forget that testing out your concerns is not the same as either accepting or rejecting them.

6.14 Where appropriate, the matters raised may:

- be investigated by management, internal audit, or through the disciplinary process
- be referred to the police or referred to the external auditor
- form the subject of an independent inquiry.

6.15 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 AHTA Ltd 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.

6.16 Some concerns may be resolved by agreed action without the need for investigation. If urgent action is required, this will be taken before any investigation is conducted.

6.17 Within ten working days of a concern being raised, the responsible person will write to you:

- acknowledging that the concern has been received
- indicating how we propose to deal with the matter
- giving an estimate of how long it will take to provide a final response
- telling you whether any initial enquiries have been made
- supplying you with information on staff support mechanisms, and
- telling you whether further investigations will take place and if not, why not.

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6.18 The amount of contact between the officers considering the issues and you will depend on the nature of the matters raised, the potential difficulties involved and the clarity of the information provided. If necessary, AHTA Ltd will seek further information from you.

6.19 Where any meeting is arranged, off-site if you so wish, you can be accompanied by a union or professional association representative or a friend.

6.20 AHTA Ltd will take steps to minimise any difficulties which you may experience as a result of raising a concern. For instance, if you are required to give evidence in criminal or disciplinary proceedings AHTA Ltd will arrange for you to receive advice about the procedure.

6.21 AHTA Ltd accepts that you need to be assured that the matter has been properly addressed. Thus, subject to legal constraints, we will inform you of the outcome of any investigation.

THE RESPONSIBLE OFFICER

6.22 The Quality Manager along with the Safeguarding Officer has overall responsibility for the maintenance and operation of this policy. That officer maintains a record of concerns raised and the outcome (but in a form which does not endanger your confidentiality) and will report as necessary to the Directors.

HOW THE MATTER CAN BE TAKEN FURTHER

6.23 This policy is intended to provide you with an avenue within AHTA Ltd to raise concerns. AHTA Ltd hopes you will be satisfied with any action taken. If you are not, and if you feel it is right to take the matter outside AHTA Ltd, the following are possible contact points:

- Public Concern at Work (protect-advice.org.uk), a registered charity whose services are free and strictly confidential
- the external auditor
- your trade union
- your local Citizens Advice Bureau
- relevant professional bodies or regulatory organisations
- a relevant voluntary organisation
- the police.

If you do take the matter outside AHTA Ltd, you should ensure that you do not disclose confidential information. Check with the contact point if you are not certain.

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Recruitment and Selection Procedures

- 7.1 The organisation has in place recruitment procedures which will ensure that every care is taken to ensure that young people and vulnerable adults are protected from unsuitable people.
- 7.2 The recruitment procedures will apply to all staff and volunteers within the organisation who may work with young people or vulnerable adults. The recruitment procedures will include the following:
- Registration/checks with the Independent Safeguarding Authority (ISA)
 - Identity check
 - The post or role will be clearly defined
 - The key selection criteria for the post or role will be identified
 - The requirement to produce documentary evidence of academic/vocational qualifications
 - Obtaining professional and character references
 - Verification of previous employment history
 - Criminal Records Bureau disclosure whilst maintaining sensitive and confidential use of the applicant's disclosure
 - Enhanced DBS check where necessary
 - Use of a variety of selection techniques (e.g. Qualifications, previous experience, interview, reference checks).

Implementation, Review and Evaluation of the Policy and Procedures

All organisation staff should be aware of and must observe the above policy and procedure at all times.

8.1 How the policy and the procedures are implemented and monitored?

- A) The Compliance Manager is responsible for implementing the policy and procedures.
- B) The Safeguarding Officer is responsible for advising, updating and informing Directors, managers and members of staff on young people protection matters.
- C) All staff will have access to this policy and procedures. All new staff will be given information about this and all key cross organisation policies at their staff induction session.
- D) The Safeguarding Officer will ensure that all staff are trained and regularly updated (with refresher training at least every 3 years) on matters relating to Young Person Protection and ensure that they are familiar with this policy and procedures.
- E) The Safeguarding Officer will form and chair a Young Person and vulnerable adults Protection Group (see below) which will have membership of appropriate managers and staff to ensure that the operation of the policy and procedures is effectively implemented and monitored.

8.2 The Safeguarding Young/Vulnerable People Protection Group

The role of the group is to:

- Make recommendation to the Safeguarding Officer on the implementation of the policy and procedures.
- Help to plan training activities for staff across the organisation.
- Review the handling of Young/Vulnerable Person protection cases to identify whether improvements in procedures and/or guidance should be made.
- Support the process of reviewing and evaluating of the policies and procedures.

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8.3 How the policy and procedures will be reviewed and evaluated

The Compliance Manager will ensure that the policy and the procedures are reviewed and evaluated on an annual basis.

The Young/Vulnerable Person Protection Group will support the Safeguarding Officer in reviewing the policy and procedures, particular attention will be paid to ensuring that:

- The requirements of relevant legal frameworks and guidance are being met.
- The processes and procedures are clearly described and are still relevant.
- The arrangements for briefing and training staff are being implemented and are effective.
- The cases relating to young/vulnerable person protection have been effectively managed or that lessons have been learnt where they have not been effectively managed and any necessary changes have been implemented.
- The Safeguarding Officer will keep the Managing Director updated in terms of the above.

Annex 3 – Recruitment and Selection Process Flowchart

Other Relevant Policies and Procedures

The following policies are relevant to this policy and procedure:

Equality and Diversity Policy and Procedures

IT Security Policy

PREVENT Risk Assessment

Distribution and Communication

A copy of the policy is to be held at the centre. A hard copy is also on Ashley Hunters tutor's platform.

Separate information, 'The Safeguarding of Young/Vulnerable People and Protection Quick Guide' which summarise the Young/Vulnerable People Protection Policy and Procedures and which provides more detailed guidance to members of staff will be posted at the Regional Office.

Contact details for Ashley Hunter:

Jackie Hill (SG Lead)	07976 366078	Jackie@ashleyhunter.co.uk
Mohammed Islam (SG Officer)	07500 142742	mohammed@ashleyhunter.co.uk
Mostafa Hussain (Managing Director)	07706 304651	mostafa@ashleyhunter.co.uk

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Safeguarding Incident/Concern Recording Sheet

Safeguarding Incident/Concern Recording Sheet

In the event of a disclosure or incident, all staff and learner should behave in the following way:

- Stay calm;
- Do not press for information by questioning the individual. Encourage the person to talk, listen and remember what they say;
- Do not express disbelief, anger, embarrassment, shock or fear;
- Reassure the individual and tell them you are glad they are speaking to you and that you know it is not their fault;
- Never promise to keep a secret;
- When appropriate write down what has happened on the safeguarding incident form and where possible, recount any conversations verbatim;
- Inform the Safeguarding officer at the earliest opportunity and hand in this form to them.

PLEASE NOTE - THE DETAILS RECORDED IN THIS FORM WILL BE STORED IN A CONFIDENTIAL FILE. DETAILS INCLUDED IN THIS RECORDING SHEET WILL ONLY BE SHARED WHEN NECESSARY FOR THE PROTECTION OF THE INDIVIDUAL.

Date of recording	Name of Staff / Learner Reporting:
Date of incident (if applicable):	Location:

Nature of concern
PLEASE PROVIDE AS MUCH DETAIL AS POSSIBLE.

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Actions taken	
Outcome (to be completed by the lead safeguarding officer)	
<p>Review of procedures</p> <ul style="list-style-type: none"> • Review safeguarding assessment. • Review Risk assessment. • Check DBS for each member of staff and volunteer. • Share any learning or improvements with Directors 	

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