

Wandsworth Lifelong Learning

Safeguarding Policy

Version no:	5
Original policy issued:	December 2012
Last revision/update:	February 2016
Next review/date:	July 2016
Target audience:	All
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Related policies & publications

Wandsworth Council

Wandsworth Adult Safeguarding Partnership Board: Safeguarding Policy and Procedures
www.wandsworth.gov.uk/downloads/file/4635/protecting_adults_at_risk_london_policy_and_procedures

Wandsworth Children's Safeguarding Partnership Board: Safeguarding Policy and Procedures
www.wscb.org.uk/wscb/info/4/policies_and_procedures

Staff grievance procedure

Staff disciplinary procedure

Bullying and harassment policy

Prevent – <https://www.gov.uk/government/publications/prevent-duty-guidance>

Lifelong Learning

Prevent policy

Equality & Diversity policy

Data Protection policy

Learner handbook

Tutor handbook

Learner complaints procedure

Learner induction checklist

Wandsworth Lifelong Learning Safeguarding Policy

Mission Statement

All Wandsworth's residents will have access to a wide range of high quality learning opportunities in a safe learning environment.

Provision will be demand-led, flexible and held at times and in places designed to meet the needs of learners, employers and the local community.

The Lifelong Learning Team aims to improve the quality of life, skills and employability of residents in the Borough, making Wandsworth a vibrant, prosperous, learning community.

Introduction

Wandsworth Lifelong Learning's priority is to ensure the safety and protection of all its learners and tutors taking part in direct provision or by contractors. All staff has a duty to safeguard learners, to be alert to signs of abuse and take action where abuse is reported. Lifelong Learning (LLL) has developed its own policy which follows the Council's overarching policy.

LLL will regularly seek advice and guidance from the Council's Adult and Children's Safeguarding Board and from the Council's Prevent Overview & Strategy Group via the Prevent Co-ordinator.

Statement of Intent – Zero Tolerance

LLL will provide guidance to subcontractors and ensure robust procedures are in place to cover the points outlined below. LLL will closely monitor subcontractors' compliance in these areas.

- Promote the Health, Safety and Welfare of children, young people and vulnerable adults by providing opportunities for them to undertake their training safely.
- Respect and promote the rights, wishes and feelings of children, young people and vulnerable adults.
- Promote and implement appropriate procedures to safeguard the well-being of children, young people and vulnerable adults.
- Protect children, young people and vulnerable adults from abuse.
- Staff are aware of how to instruct learners to be safe online.
- Staff are trained to recognise signs of extremism and radicalisation in learners and how to raise concerns.
- Recruit, train and support staff to adopt good practice to safeguard and protect children, young people and vulnerable adults from abuse and to minimise the risk to themselves.
- Staff should have relevant safeguarding training including extremism and radicalisation and understand how to report concerns.
- Respond to any allegations of misconduct or abuse of children, young people and vulnerable adults in line with this guidance document and the procedures set within as well as implementing, where appropriate, the relevant disciplinary and appeals procedures.
- Ensure through recruitment and selection processes, DBS checks and references that refer to candidates' suitability to have substantial access to children, young people and vulnerable adults are taken up for all appropriate posts.
- Deal with complaints of abuse, harassment and bullying promptly, sensitively and confidentially;

- Provide an environment where staff and learners feel safe and confident.
- Education establishments, contractors and employers premises comply with health & safety regulations as outlined by the Council's Health & Safety Team.
- Ensure learners receive a full induction and understand the safeguarding policy and how to seek help.
- Review and evaluate this policy annually.

Definition of Terms

Children and Young People:

Anyone under the age of 18 years

Vulnerable Adult:

Anyone over the age of 18 who is

- In need of community care services
- Unable to care for themselves
- Unable to protect themselves against significant harm or exploitation

Staff: Anyone working for, or on behalf of LLL – whether paid or voluntary.

Substantial Access: Where an individual is regularly caring for, training or supervising a child, young person or vulnerable adult. Where, an individual has sole charge of a child, young person or vulnerable adult.

Manager: The term Manager refers to those adults who have a responsibility for managing services including the supervision

Child protection and Safeguarding: The process of protecting children young people and vulnerable adults from abuse or neglect: preventing impairment of their health and development, and ensuring they are learning in a safe learning and effective environment.

How will this Policy be communicated?

This policy will be issued to all staff on commencement of their employment with LLL . Staff should refer to the latest copy of the policy on the LLL website www.wandsworthlifelonglearning.org.uk. The Designated Safeguarding Officers will also hold a hard copy for reference purposes.

Responsibility

The Head of Lifelong Learning has overall responsibility for Safeguarding within LLL.

The Role of the Designated Safeguarding Officer (DSO)

- Actively promote the consistent use of this safeguarding policy and these guidelines across LLL and sub-contractors.
- Act as a professional advisor for LLL staff on the protection of children and vulnerable adults.
- Ensure that any necessary local training is provided.
- Provide and arrange for support of staff, and others on how to follow these guidelines and procedures.
- Contribute to the ongoing review of this policy and guidance to procedures, along with the identification of associated training needs.
- Ensure that all incidents are reported to the Head of Lifelong Learning.
- Retain a central record (Safeguarding log) of all incidents and allegations including records of the actions taken.

Copies of reports and notes will be kept secure at all times, but will be shared in accordance with the Data Protection Act 1998.

Staff Responsibilities

- Have a responsibility to protect children, young people and vulnerable adults, but are not responsible for deciding whether abuse is taking place.
- Be aware of this policy and the LLL Equality & Diversity policy.
- Attend appropriate safeguarding training if their role involves substantial access to children, young people or vulnerable adults. This training will form part of the overall staff training plan managed by the Head of LLL.
- Should NOT begin any unsupervised activity involving substantial access to children, young people or vulnerable adults prior to LLL receiving a satisfactory return of a DBS check.
- Be aware of appropriate and inappropriate behaviour for employees in charge of children, young people or vulnerable adults.
- Know who the DSOs are.
- Have a responsibility to inform their manager of any allegation of abuse.

Managers Responsibilities

- Are responsible for making sure that their staff are aware of, understand and act in accordance with this policy and related guidance, regardless of the hours they work.
- Make sure that any contractors, agents or other representatives whom they engage with or undertake duties on their behalf, which involves contact with children, young people or vulnerable adults, understand and comply with this policy in full.
- Will in conjunction with Human Resources team through recruitment and selection processes, ensure DBS checks are taken up for all appropriate posts.
- Ensure Safeguarding is a primary agenda items at meetings.

Information, Instruction and Training

Appropriate training will be provided to all employees who could potentially come into contact with children, young people and adults. The level of training required will be identified in accordance with the responsibilities of the post.

For new employees training will be provided at Induction and additional training as soon as possible after commencement, in all cases within 2 months. Refresher training will be provided every 3 years; however there will be regular updates provided throughout the term of employment.

Staff will receive training on:

- extremism and radicalisation
- equality and diversity
- safeguarding focused on the learner

Staff who can provide evidence that they have attended an approved training course in safeguarding children, young people and vulnerable adults may be exempt from this training. Subcontractors have an obligation to provide similar training in the three areas listed above and provide evidence employees have undertaken training.

The Council's Strategic Prevent Coordinator, Simon Cornwall, advises and trains staff to reduce the risk of people being drawn into terrorism and can offer support to LLL partners.

Safer Recruitment

To adhere to the Council's current guidance on safer recruitment for staff working with children and young people and vulnerable adults.

To comply Human Resources will keep a central record which shows the recruitment and DBS check, which are undertaken before employment, relating to staff identity, qualifications and criminal records. The record must include:

- Identity – name, address, DOB
- Qualification checks
- Evidence of permission to work in the UK
- List 99 check
- DBS certificate number and date of issue
- In addition reference checks on previous employment must be carried out.

LLL will keep a central register of DBS certificate numbers and date of issue and training records for LLL staff and subcontractors. All staff must have training in the following: safeguarding, equality and diversity and extremism and radicalisation. Some identified staff such as managers and the DSOs will have additional training as agreed by the Head of Lifelong Learning training plan.

Request all of its subcontractors and placement providers to have carried out a rigorous staff selection and recruitment process and confirm in writing to LLL that this has been done, (this is to include volunteers where they are required to work with children, young people and vulnerable adults).

Working with Contractors and Partner Organisations

Any subcontractor, engaged by LLL in areas where workers are likely to come into contact with children, young people or vulnerable adults should have their own safeguarding policy or failing this will be asked to fully comply with the terms of LLL's policy.

Recognising Signs of Abuse & Areas of Concern

It needs to be recognised that the term '**abuse**' can be subject to wide interpretation. The starting point for a definition is the following statement:

Abuse is a violation of an individual's human and civil rights by any other person or persons.

Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it.

Below are forms of abuse and areas of concern:

- **Physical abuse**, including hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions.
- **Sexual abuse**, including female genital mutilation, child sexual exploitation and trafficking and impact of new technologies on sexual behaviour, for example sexting.
- **Psychological abuse**, including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.
- **Radicalisation or extremism behaviour.**
- **Bullying**, including online bullying and prejudice-based bullying.

- **Gender-based** violence / violence against women and girls.
- **Forced marriage.**
- **Racist, disability and homophobic or transphobic abuse.**
- **Risks of internet abuse** including grooming and abuse.
- **Substance misuse.**
- **Teenage relationship abuse.**
- **Financial abuse**, including theft, fraud, exploitation relating to property, inheritance, benefits, financial transactions, misappropriation of property and possessions
- **Neglect and acts of omission**, including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, withholding the necessities of life, such as medication, adequate nutrition and heating.
- **Domestic violence.**
- **Fabricated or induced illness.**
- **Poor parenting**, particularly in relation to babies and young children.
- **Issues specific to a local area or population, for example gang activity and youth violence.**

Any or all of these types of abuse may be perpetrated as the result of deliberate intent, negligence or ignorance.

How to React to a Disclosure

It is important to listen carefully to the information a child, young person or adult discloses. When listening, the following good practice is required:

- React calmly so as not to frighten the child, young person or vulnerable adult.
- Listen to the child, young person or vulnerable adult.
- Do not show disbelief.
- Tell the child, young person or vulnerable adult that he/she is not to blame and that he/she was right to tell.
- Take the information seriously, recognising the difficulties in interpreting what a child, young person or vulnerable adult says.
- Always avoid projecting your own reactions.
- Keep questioning to a minimum to ensure clear and accurate understanding of what has been said.
- Listen but do not probe, speculate or ask for additional information.
- Use open-ended questions, non leading questions.
- Do not introduce personal information from your own experiences.
- Reassure the child, young person or vulnerable adult.
- Do not approach an alleged abuser.
- Do not guarantee confidentiality.

What if a Member of Staff is Accused of Abuse?

The DSO will contact the Local Authority Designated Officer immediately for advise and if the member of staff should be suspended. Notification of the suspension and reasons will be conveyed in writing to the member of staff in accordance with the Council's disciplinary procedures.

Reporting & Recording an Incidence

As part of your job role within LLL, children, young people and adults may disclose information to you about a person that leads to a suspicion or allegation of inappropriate behaviour.

This discloser may be about an incident that occurred during working hours or outside the workplace:

- Listen to the child, young person or adult.
- Acknowledge the information received.
- You need a reasonable suspicion not definite proof at his stage.
- Inform the DSO, your manager or Head of LLL IMMEDIATELY.
- If the learner is in immediate danger contact the police.
- Is there a need to protect evidence?
- Make a full written record of the disclosure on the day you receive it using the individual's own words.
- Complete an incident referral form, date and sign and pass to the DSO, your manager or Head of LLL.
- Subcontractors must inform LLL of any incidences.
- **All cases of suspected abuse MUST be notified to the DSO or Head of Lifelong Learning immediately. Please follow the safeguarding report flow chart included in this policy.**

The DSO will clarify the basic facts to establish whether there is a reasonable cause to suspect or believe that misconduct has occurred. If the basic facts support a suspicion of misconduct by a member of staff, the matter will be dealt with in accordance with the disciplinary procedures.

How Learners' Report an Incidence

The learner must know how to report an incident and be assured they can talk to a tutor or another member of staff with any concerns. This must be covered in the Learner's Induction and the learners should be given practical examples covering safeguarding and equality and diversity:

- Learner speaks to the tutor.
- If the tutor is part of the problem;
- Then contact the Deputy Head of LLL

One to One Working

Staff should take all reasonable precautions to ensure their own and others safety is addressed at all times by:

- Before meeting an unknown individual refer to the Check Before Contact Register on the Council's intranet which is listed as CBCR.
- Make sure your manager or colleague is aware of your meeting and log details in your Outlook calendar.
- Avoid working in rooms where you cannot be seen by others.
- Avoid being alone with unknown individuals if possible.
- Make sure all areas in which you need to work are well lit.
- Avoid physical contact at all times.

Safe Learner Induction

LLL and its subcontractors will ensure all learners are briefed and supported in all areas of the following stages:

- Induction
- Progression
- The safe learner and worker
- Change in circumstances (examples) return to training, centre, new work placement, new employer, new role, new work area/practice, new learning activity.

Prior to a learning activity or placement, LLL will consider the following inputs:

Environments – This means that the learner/staff member should be accommodated in a safe, healthy and supportive learning environment. When they start in their learning/work environment they should be made to feel welcome

Initial Assessment – All learners/staff must have identified their health, safety and welfare needs and any additional help or support that they may require.

Individual Learning Plan where appropriate – The results of the initial assessment should be used to develop an individual learning plan which must include the learner's initial and on-going health, safety and welfare training needs.

Supervision – Supervision levels must be appropriate to the risks identified and the individual's capability, needs and experience.

A safe learner will be able to demonstrate the following:

Hazard awareness – Safe learners will be aware of hazards within their environment, their activities and the work being carried out around them and their responsibilities to others.

Understanding – Safe learners will understand the concepts of hazard and the risk measures that are required to control risks.

Confidence – Safe learners will be confident, not only in their ability to learn and work safely, but also to challenge any situation or instruction that could be unsafe to them or other people. Safe learners will know their limitations and when to seek further advice.

Safe set of behaviours – Safe learners will have developed a safe set of behaviours to enable them to play an active part in the learning process and acquire practical, value-added and transferable skills from their experience.

Equality & Diversity

At LLL equality and diversity is central to all practices and policies; please see our equality and diversity policy at www.lifelonglearning.org.uk/resources.

We will offer a diverse curriculum that is sensitive to differences and promotes an open and honest culture and celebrate British values. We will provide a supportive environment for staff and learners that affirms the rights of individuals to be treated fairly and with respect.

Complaints Procedure

Please contact:

Santino Fragola, Head of Lifelong Learning 020 8871 8491

sfragola@wandsworth.gov.uk

Andres Ochoa-Mikan, Deputy Lifelong Learning 020 8871 8918

aocchoa-mikan@wandsworth.gov.uk

Andres Ochoa-Mikan, Community Learning Manager 020 8871 8918

aocchoa-mikan@wandsworth.gov.uk

Link to Wandsworth Council's complaint procedures:

http://www.wandsworth.gov.uk/info/200310/about_the_council/34/making_a_complaint

Contacts for Safeguarding & Prevent, Advise & Reporting Incidences

The following is the appointed DSO:

Ellie Boorer 020 8871 8630 eboorer@wandsworth.gov.uk

Managers:

Santino Fragola, Head of Lifelong Learning 020 8871 8491 sfragola@wandsworth.gov.uk

Andres Ochoa-Mikan, Deputy Lifelong Learning 020 8871 8918 aocchoa-mikan@wandsworth.gov.uk

Andres Ochoa-Mikan, Community Learning Manager 020 8871 8918 aocchoa-mikan@wandsworth.gov.uk

Ellie Boorer, Work Related Learning Manager 020 8871 8630 eboorer@wandsworth.gov.uk

Prevent – Wandsworth Council

Simon Cornwall, Strategic Prevent Coordinator 020 8871 6094 scornwall@wandsworth.gov.uk

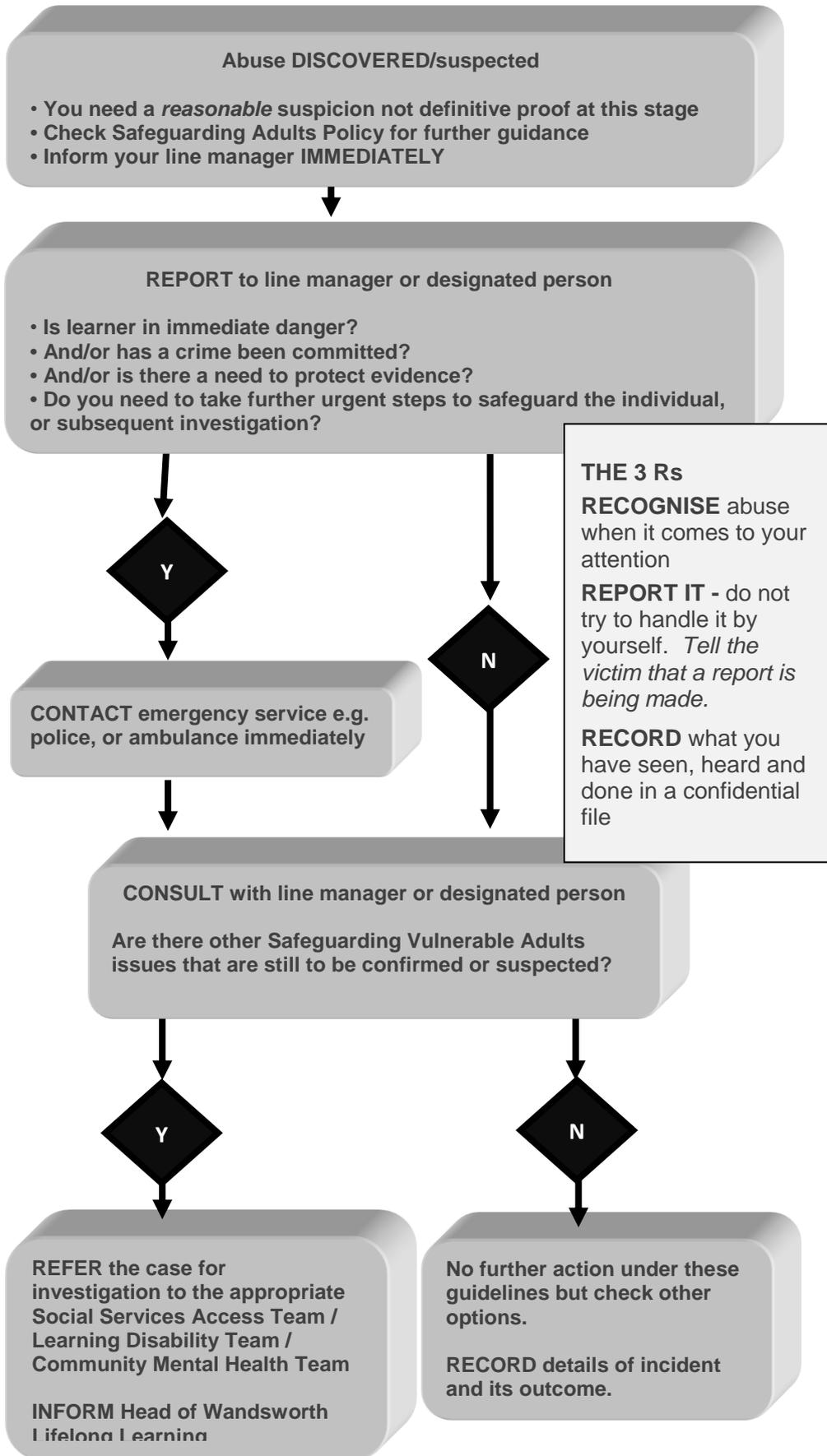
DfE Due Diligence & Counter Extremism Group 020 7340 7264

Confidential anti-terrorist hotline 0800 789 321

PLEASE CONTINUE TO THE NEXT PAGE TO READ THE PROCEDURE FOR REPORTING SUSPECTED ABUSE

Procedure for reporting suspected abuse – tutors

Information related to abuse is confidential. Do not share information with anyone except through your line manager or designated person



Remember to assess the situation, always record what you have done and why