

SAFEGUARDING OF CHILDREN & VULNERABLE ADULTS POLICY

Policy statement:

Projecting Success is fully committed to safeguarding the welfare of all stakeholders by taking all reasonable steps to protect them from harm and accepts its corporate responsibility for the well-being and safety for its stakeholders including children and vulnerable adults.

The company recognises its responsibility and acknowledges that it is the duty of Projecting Success workforce in its entirety to uphold British Values and to safeguard the welfare of all stakeholders by creating an environment that protects them from harm and reduces any potential risks of being exposed to violence, extremism, exploitation or victimisation. Therefore employees, volunteers, delivery partners and contractors will always show respect and understanding for the rights, safety and welfare of all parties and conduct themselves in a way that reflects the principles, values and culture of our organisation and be aware and follow current legislation regarding the safeguarding of all stakeholders.

Our policy sets out, in detail, the roles and responsibilities of all parties in providing a safe working and learning environment whereby everyone is protected from abuse of any kind.

Aims and objectives of this policy

Projecting Success believes that it is always unacceptable for a child or vulnerable adult to experience abuse or discrimination of any kind and recognises its responsibility to safeguard the welfare of all children and vulnerable adults by a commitment to practice which protects them. Projecting Success have a commitment that no child or vulnerable adult will be treated less favourably than others in being able to access services which meet their specific individual needs. This is linked to our Equality and Diversity Policy and social inclusion strategies.

This policy has been developed to describe the responsibilities of Employees, Volunteers, Delivery Partners and Contractors for the recognition and prevention of abuse and to clarify the actions to take when abuse is suspected or identified. Therefore, the aim of this Policy is to ensure that Projecting Success fulfils its responsibilities towards the protection, welfare and safety of children and vulnerable adults.

Abuse is the violation of an individual's human rights. It can be a single act or repeated acts. It can be physical, sexual or emotional. It also includes acts of neglect or an omission to act. Abuse can take many forms and is not acceptable in any way.

Projecting Success will endeavour to Safeguard children and vulnerable adults by:

- Recognising that all children and vulnerable adults regardless of gender, religion, age, ethnic origin, disability, and sexuality, learning difficulties or any other grounds have a right from equal protection from all types of harm or abuse.

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NB this Policy will be reviewed and monitored every 12 months.

- Recognising that Projecting Success has a responsibility to ensure that children, young people and vulnerable adults at risk are protected from harm, informed about potential risks to their welfare and understand how to seek help. We ensure all concerns are dealt with timely and appropriately.
- Ensuring all Projecting Success staff have Prevent duty & Safeguarding training at the beginning of employment that gives them the knowledge and confidence to identify learners at risk of being drawn into terrorism, and to challenge extremist ideas which can be used to legitimise terrorism and are shared by terrorist groups. And the Safeguarding policy will form part of the training to ensure all staff are familiar with the internal process and systems.
- Informing parents or guardians of learners aged 16 – 18 who begin a qualification with Projecting Success of our continued commitment to protect young people and our staff are fully aware of their role and responsibility to this. We do this via a letter which is posted and a copy is saved on each learner record.
 - Ensuring all Projecting Success staff are given re fresher training during their employment with Projecting Success which is specific to where the region they work in, the sites they work in and the diversity of learners that deliver/assess to. The training also includes Safeguarding and refresher as part of continued CPD.
- Informing all learners as part of the induction process the dangers of being online, Radicalisation and extremism and what can you trust. This is done via online modules on the website <https://www.etfleavers.org.uk>
- Our Trainers promote Safeguarding, British values and be safe during progress reviews.
- As part of the enrolment all are issued a Apprentice handbook in which the Safeguarding processes are highlighted to the Apprentices.
- Ensuring any guest speakers who will be conducting or presenting **non-regulated** delivery to groups of learners for Projecting Success will be monitored and supervised at all times by at least one member of the Projecting Success Team.

Projecting Success is committed to reviewing its policies and good practice annually unless there is a change to legislation including EU Directives with immediate effect or there has been a significant change within the organisation. Compliance Lead is responsible for updating the policy with support from the strategic management Board.

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Projecting Success operates a culture of openness and transparency and embeds the Principles of the 4R's across all our services and ensure all staff understand their responsibilities about Safeguarding.

The 4 R's:

Recognise the signs and indications of abuse

Respond as soon as possible

Record everything you have heard, was said or any actions seen

Refer to the Designated Safeguarding Officer

Definitions

For this policy, a child is defined as anyone under the age of 18 including unborn children right up to teenagers (UK government guidance) **'Working together'**

<https://www.gov.uk/government/publications/keeping-children-safe-in-education--2>

An adult at risk (previously vulnerable adult) is defined as any person over the age of 18 and at risk of abuse or neglect because of their need for support or personal circumstance. (Care Act 2014 England)

An adult at risk may be a person who;

- has a physical or sensory disability
- is physically frail or has a chronic illness
- has a mental illness or dementia?
- has a learning difficulty
- miss uses drugs and or alcohol
- has social and or emotional issues
- exhibits challenging behaviours

Statutory guidance and legislation differs in relation to working with these two groups e.g. children and vulnerable adults. Practitioners are familiar with the differences if they are working across the age groups and take advice from the DSO when appropriate.

Legislation & Guidance

- The Children Act 1989 and 2004
- UN Convention on the Rights of the Child 1991
- Data Protection Act 1998
- Sexual Offences Act 2003
- Protection of Freedoms Act 2012

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- Statutory guidance Working Together to Safeguard Children 2018
- Keeping Children Safe in Education 2020 (From 1st September 2021)
- Advice for practitioners providing safeguarding services to children, young people, parents and carers 2015
- The Care Act 2014
- The Mental Capacity Act 2005
- The “No Secrets” guidance which sets out a code of practice for the protection of vulnerable adults
- Equality Act 2010
- Prevent Duty 2015

Definitions and Indications of Abuse

Abuse, including neglect, is a form of maltreatment of a child or adult at risk (often called a vulnerable adult). In relation to adults the terminology 'serious harm' is frequently used within the guidance rather than 'significant harm' which is a term from the Children Act 1989. Someone may abuse a child or vulnerable adult by inflicting harm, or by failing to act to prevent harm. Children and vulnerable adults may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger for example via the internet. They may also be abused by an adult or adults, or by another child or children.

Working Together to Safeguard Children 2015 defines four types of abuse; physical, emotional, sexual and neglect. Vulnerable adults may also be subjected to these forms of abuse. Adults may also be subjected to financial, discriminatory and institutional abuse and staff should be familiar with indicators for all forms of abuse.

Physical Abuse:

This may include

- Hitting
- Shaking
- Throwing
- Poisoning
- Burning or Scalding
- Drowning
- Suffocating or otherwise causing Physical Harm. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately indicates illness in a child, young person or vulnerable adult
- Unexplained bruises, marks or injuries on any part of the body
- Frequent visits to the GP or A&E
- An injury inconsistent with the explanation offered
- Fear of parents or carers being approached for an explanation
- Aggressive behaviour or severe temper outbursts
- Flinching when approached
- Reluctance to get changed or wearing long sleeves in hot weather

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- Depression
- Withdrawal behaviour or other behaviour change

Emotional Abuse

Emotional abuse is the persistent maltreatment of a child or vulnerable adult such as to cause severe and persistent adverse effects on the child's or vulnerable adult's emotional development.

This may include:

- conveying to the child or vulnerable adult that they are worthless and unloved,
- that they are inadequate, or valued only insofar as they meet the needs of another person
- not giving the child or vulnerable adult opportunities to express their views
- deliberately silencing them
- making fun of what they say or how they communicate
- age or developmentally inappropriate expectations being imposed on the child or vulnerable adult interactions that are beyond the developmental capability
- overprotection and limitation of exploration and learning
- preventing the child or vulnerable adult participating in normal social interaction
- seeing or hearing the ill-treatment of another child or vulnerable adult
- serious bullying (including cyber bullying)
- causing children or vulnerable adults frequently to feel frightened or in danger
- exploitation or corruption of children or vulnerable adults

Some level of emotional abuse is involved in all types of maltreatment of a child or vulnerable adult though it may occur alone.

- A failure to thrive or grow
- Sudden speech disorders
- Developmental delay, either in terms of physical or emotional progresses
- Behavioural change
- Being unable to play or socialise with others
- Fear of making mistakes
- Self-harm
- Fear of parent or carer being approached regarding their behaviour
- Confusion
- Use of inappropriate language, possession of violent, extremist literature, behavioural changes, the expression of extremist views, advocating violent actions and means, association with known extremists, seeking to recruit others

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Sexual Abuse

Sexual Abuse: this may involve Signs: this may include:

- forcing or enticing a child/ren or vulnerable adult/s to take part in sexual activities, not necessarily involving a high level of violence, whether the child or vulnerable adult is aware of what is happening
- physical contact including assault by penetration (for example rape or oral sex)
- non-penetrative acts such as masturbation
- Kissing
- Rubbing and Touching outside of clothing
- They may also include non-contact activities, such as involving children or vulnerable adults in looking at, or in the production of, pornographic material or watching sexual activities
- encouraging children to behave in sexually inappropriate ways
- grooming a child in preparation for abuse (including via the internet)

Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Neglect

This is the persistent failure to meet a child's or vulnerable adult's basic physical and or psychological needs, likely to result in the serious impairment of the child's or vulnerable adult's health or development.

Abuse by Neglect:

- Neglect may occur during pregnancy because of material substance abuse
- A parent or carer failing to provide adequate food, clothing and shelter
- exclusion from home or abandonment
- A constant hunger, sometimes stealing food from others
- Dirty or smelly Loss of weight, or being constantly underweight

Financial Abuse

This may involve the following signs:

- Being overcharged for services
- Being tricked into receiving goods or services that they do not want or need
- Inappropriate use, exploitation, or misappropriation of property and or utilities
- Theft
- Deception
- Fraud
- Lack of basic requirements e.g. food, clothes or shelter

Domestic Violence and Abuse

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Domestic violence and abuse is any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 years or over who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass but is not limited to the following types of abuse; psychological, physical, sexual, financial and or emotional.

Identifying cases of Female Genital Mutilation (FGM) and Forced Marriage

There are many different types of abuse but there are some that staff may be less aware about. Female Genital Mutilation and Forced Marriage fall into this category. Any indications that children or vulnerable adults may be subjected to FGM or Forced Marriage, or that this may have already taken place, will be dealt with under the procedures outlined in this policy.

In support of this provision Projecting Success will do everything that it can to ensure that:

- The DSO are aware of the issues surrounding FGM and Forced Marriage
- Advice and signposts are available for accessing additional support e.g. the NSPCC's helpline. ChildLine services, Forced Marriage Unit

Where there are concerns about FGM or Forced Marriage, a referral must be made as a matter of urgency. It is also extremely important that if a child or vulnerable adult has disclosed that they are at risk of FGM or Forced Marriage, the case is referred to Social Care even if it is against that person's wishes.

Prevent Duty

The Counter Terrorism and Security Act 2015 places a duty on certain bodies to have 'due regard to the need to prevent people from being drawn into terrorism'. The government have defined extremism in the Prevent Strategy as vocal opposition to fundamental British values including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs.

The Prevent Team will, in partnership with other professionals including those involved in Safeguarding investigate further to assess the nature and extent of the risk. The relevant local police prevent teams will complete an initial assessment which will be used to inform the decision as to whether an individual should be referred to Channel.

How does Channel work?

Channel works in a similar way to existing safeguarding partnerships aimed at protecting vulnerable people. Channel is designed to work with individuals of any age and is shaped around the circumstance of each individual and can provide support for any form of radicalisation or personal vulnerabilities

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Each Channel Panel is chaired by a local authority and brings together a range of multi-agency partners to collectively assess the risk and can decide whether a support package is needed. The group may include statutory and non-statutory partners, as well as lead safeguarding professionals. If the group feels the person would be suitable for Channel, it will look to develop a package of support that is bespoke to the person. The partnership approach ensures those with specific knowledge and expertise around the vulnerabilities of those at risk can work together to provide the best support.

What does Channel support look like?

Channel interventions are delivered through local partners and specialist agencies. The support may focus on a person’s vulnerabilities around health, education, employment or housing, as well as specialist mentoring or faith guidance and broader diversionary activities such as sport. Each support package is tailored to the person and their circumstances.

A person will always be informed first if it’s felt that they would benefit from Channel support. The process is voluntary and their consent would be needed before taking part in the process. This process is managed carefully by the Channel Panel.

How to make a referral?

Anyone can make a referral. Referrals come from a wide range of partners including education, health, youth offending teams, police and social services.

What happens with the referral?

Referrals are first screened for suitability through a preliminary assessment by the Channel Coordinator and the local authority. If suitable, the case is then discussed at a Channel panel of relevant partners to decide if support is necessary.

Raising a concern

If you believe that someone is vulnerable to being exploited or radicalised, please use the established safeguarding procedures to escalate your concerns to the DSO.

The DSO would then contact the DFE Prevent coordinator for that region where they would support and guide them to contact Channel.

REFERRAL PROCESS

Projecting success has an internal Referral process when a Referral has been identified this will need to be followed.

Depending on the nature of the referral will depend on the action that the DSO for Projecting Success will take.

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This referral process is stored internally and all members of staff have access to this and the Safeguarding report form.

Abuse of Position of Trust

Projecting Success recognises that our staff, volunteers, delivery partners and contractors are in a position of trust with our customers in our care whether children, young people or vulnerable adults and acknowledge that it could be considered a criminal offence to abuse that trust. Broadly speaking, a relationship of trust can be described as one in which one party is in a position of power or influence over the other by their work or the nature of their activity. It is vital that for all of those in positions of trust to understand the power this can give them over those they care for and the responsibility.

Projecting Success acknowledge the principle of equality embedded into the legislation of the Sexual Offenders Act 2003 applies irrespective of sexual orientation, neither homosexual or heterosexual relationships are acceptable within a position of trust.

We recognise that the legislation is intended to protect young people who are over the age of consent but under the age of 18 years.

Projecting Success recognises the importance that its staff, volunteers, delivery partners and contractors protect the rights and needs of all children, young people and vulnerable adults on our programmes and in our care.

Online safety

Our ICT policy recognises that internet safety is a whole team/organisation responsibility which includes customers and their parents and carers.

Children, young people and vulnerable adults may expose themselves to danger, whether knowingly or unknowingly, when using the internet and other technologies. Additionally, some children, young people and vulnerable adults may find themselves involved in activities which are inappropriate or possibly illegal.

Projecting Success therefore recognise our responsibility to educate our customers, teaching them the appropriate behaviours and critical thinking skills to enable them to remain both safe and legal when using the internet and related technologies. These issues are addressed within the learner journey and relevant policies and procedures.

If inappropriate, harmful or indecent images are found then the Police will be informed immediately and Projecting Success will fully support their investigation.

If involving a staff member/volunteer, immediate suspension in line with the disciplinary process will immediately take effect and the managing safeguarding allegations procedure may need to be instigated by the DSO. Projecting Success will take the police advice when this is involving a customer as to whether the relevant commissioner should be informed.

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The welfare and protection of our children and vulnerable adults is paramount and consideration should always be given to whether the use of photography will place them at risk. Images may be used to harm children or vulnerable adults for example, as a preliminary to grooming or by displaying them inappropriately on the internet, particularly social networking sites. For this reason, consent is always sought when photographing learners and those deemed to be vulnerable adults.

We are aware of the LSCB escalation procedures for raising concerns in respect of poor practice and recognise our responsibility to utilise these as and when necessary, in the interest of safeguarding and promoting the welfare of children and vulnerable adults.

Any Apprentices through discussions with the trainer for example have spoken about visiting websites that may have some extremist content or that the Apprentice has some signs of radicalisation or extremism then they would need to follow the safeguarding referral process.

Social Media

Online safety also involves being aware of the risks to young people, our staff/volunteers and vulnerable adults when communicating via the internet, digital and mobile devices and using social media. Social media includes blogs, online communities, and social networking sites such as Facebook and Twitter.

As an organisation working with young people, it is acknowledged by Projecting Success the impact and involvement that social networking sites such as Facebook and Twitter have on the lives of young people and their role in the ways which they interact with each other.

These tools are used by Projecting Success to encourage young people in their projects and involvement with graduate activities. At the same time, we recognise the dangers and potential risks that these sites can pose to both young people and Projecting Success staff/volunteers and that they have the potential to be abused as a means of interacting with young people.

There is a wide range of ways to communicate with young people and this is a rapidly changing environment as new technologies, applications and social media sites merge. No code of conduct for e-safety can cover these separately.

However, there are broad principles that we expect all staff to adhere to safeguard young people and themselves in respect of using all these forms of media, devices, apps and social networking sites:

- Content -When communicating with young people/vulnerable adult online observe the same rules of behaviour as if speaking with them in person that is by being professional - polite, respectful, not swearing or saying anything (using the written word, images or icons) that could be regarded as sexual innuendo, bullying or discrimination.

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- Ask yourself whether the content of the message could be misunderstood or misinterpreted by someone else.
- Always ensure the content of any online communication has a clear work purpose.
- Don't use any text speak abbreviations or symbols/emoticons even if you ordinarily use these in your personal life.
- Never disclose non-public and confidential information about its staff/volunteers or the young people with whom we are working.
- Do not say anything or re-tweet any posts that could be deemed offensive, controversial or socially inappropriate in any way.
- Contact with young people or vulnerable adults online should only be a recognised element of your work and done strictly for the business of Projecting Success only.
- Do not send any illegal or inappropriate content (written, images or icons) including sexting via mobile phones.
- Openness and scrutiny - Always communicate with young people in a way that is open to others to see if necessary.
- Do not use private messaging facilities on social networks or apps rather if it needs to be private then do this by email exchange or phone and note the conversation afterwards.
- Ensure there is always a record of such conversations that would be open to others to check if necessary.
- It should always be clear who the communication is from when Projecting Success is communicating with a young person or a vulnerable adult.
- There should be no use of anonymous apps – that is where the sender can remain anonymous.

Role of the Designated Safeguarding Officer

Projecting Success has appointed DSO to have overall responsibility for issues related to safeguarding children and vulnerable adults. The DSO is responsible for acting as a source of advice on child and vulnerable adult protection matters, for coordinating action within the organisation and for liaising with health, children's services, adult services and other agencies about suspected or actual cases of abuse. The DSO will be assisted by other designated members of staff drawn from Team Leaders in region and at head office.

Designated members of staff have a key responsibility for raising awareness, within the staff, of issues relating to the welfare of children and vulnerable adults and the promotion of a safe environment for children and vulnerable adults.

DSO receives training in Safeguarding children and vulnerable adults and receive refresher training as required by Projecting Success. The DSO is required to keep up-to-date with developments in safeguarding children and vulnerable adults as required.

The DSO has governance over safeguarding matters across Projecting Success and Martin Paver, CEO has overall responsibility for safeguarding at Board level. The Managing Director will ensure that resources, support and all relevant training are available and in place for staff.

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The Managing Director will support the DSO in meeting their responsibilities and ensuring that Projecting Success meets its commitments and takes it seriously.

- The DSO is responsible for ensuring the child and vulnerable adult policy is available publicly and to parents and carers and that parents and carers are aware that suspected abuse referrals may be made and Projecting Success role in this.
- The DSO will alert the DBS where a person has been dismissed or left due to risk to or harm that they presented or may have presented to a child or vulnerable adult
- The DSO will alert the Police – where a crime may have been committed
- Refer all cases of suspected abuse to the local authority children's social care agency or in the case of a vulnerable adult to the local authority adult's social care
- Liaise with senior management to inform them of issues especially on-going enquiries and police investigations
- DSOs will maintain a proper record of any safeguarding referral, complaint or concern – even where that concern does not lead to a referral

DSO act as a source of advice, support and expertise to staff on matters of safety and safeguarding

Liaise with relevant agencies following a referral to ensure it has been dealt with effectively and identify whether a resolution has been achieved DSOs ensures that Projecting Success works with employers and other training organisations that provide apprenticeships and or work placements for children or vulnerable adults from Projecting Success to ensure that appropriate safeguards are in place.

Code of conduct and how to Protect Yourself against Allegations of Abuse:

- Avoid personal and social contact with learners or vulnerable adults and seek to minimise the risk of any situation arising in which misunderstandings can occur.

You Should NOT:

- Engage in flirting, innuendo or make suggestive terms or gestures, or indicate favouritism for a child or vulnerable adult
- Issue or threaten any form of physical punishment
- Initiate or engage in sexually provocative games, conversations or activity involving or observed by young people, whether based on talking or touching.
- Make sexually suggestive remarks or discriminatory comments to or in front of a young person or discuss staff's own sexual relationships in front of them.
- Engage in any sort of sexual relationship with a young person even where the young person is aged 16 or over and therefore legally able to consent.
- Use any type of physical punishment to discipline. Shouting at young people should be avoided whenever possible and only if alternative forms of discipline have failed.
- Photograph or film young people for which no prior consent has been sought.
- Broadcast or view any audio and/or visual material (CDs, DVDs, videos, computer or games etc.) that has inappropriate content for young people.

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- Invite, or allow, a young person or vulnerable adult who you have met through your work to your home or another location where the purpose is one of friendship or an intimate relationship.
- Engage in, or tolerate, any inappropriate physical activity involving young people.
- Allow the use of inappropriate language to go unchallenged
- Do things of a personal nature for children or vulnerable adults that they can do for themselves
- Dismiss an allegation of any sort relating to a customer's welfare or delay the reporting of an allegation
- Discourage anyone from reporting concerns or ask individuals to keep secrets
- Make promises to keep secrets, keep any disclosure confidential or overreact or be judgemental should they suspect abuse
- Spend excessive amounts of time alone with children or vulnerable adults, away from others
- Make unnecessary physical contact with children or vulnerable adults, however, there may be occasions where physical contact is unavoidable, such as providing comfort at times of distress or physical support in contact sports or similar. In all cases, contact should only take place with consent of the child or vulnerable adult
- Do not arrange to meet a child or vulnerable adult or their families with whom you work outside of working hours unless it is with consent of the parents/carer and person in charge of the activity
- Give or receive gifts and/or substances such as drugs, alcohol, cigarettes, e-cigarettes from or to a young person or their family.
- Consume alcohol, take illegal drugs or legal highs, during the working day/evening or at events, including during any breaks or when in the presence of young people.
- Smoke/vape with, or in front of, young people.
- Steal, or condone someone else's stealing, regardless of the value of the stolen item.

You Should:

- Work in a room where you can be visibly seen, leave the door open and make sure other adults visit the room regularly whilst respecting children and vulnerable adult's rights to privacy and encourage children and adults to feel comfortable enough to report attitudes or behaviours they do not like
- Plan activities that involve more than one other person being present, or at least within sight and hearing of others. If it is unavoidable always ensure your line manager knows where you are, with whom and why.
- All staff, volunteers, delivery partners and contractors at organised activities will be expected to act with discretion about their personal relationships. This should ensure their personal relationships do not affect their leadership role within the organisation. All pre-existing relationships between staff, volunteers, delivery partners, contractors and or participants of the organised activities must be declared
- Never give out a personal mobile number or private e-mail address and ensure working hours of contact ability are stated

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- Everyone should be aware of the procedures for reporting concerns or incidents and be familiar with the contact details of the DSOs
- Treat all young people and adults equally and listen to them; avoid favouritism and gossiping.
- Ensure allegations or disclosures by a young person or another adult are taken seriously and reported, including any made against you. Follow the procedures for reporting concerns.
- Never befriend or chat to children or vulnerable adults on social network sites. Always use professional language when writing, phoning, emailing or using the social media to communicate with young people or vulnerable adults.
- Be aware that young people can develop heterosexual and homosexual infatuations (crushes) towards adults working with them. If this is happening, tell your line manager and then respond to the situation in a way that maintains the dignity of all concerned
- If staff, volunteers, delivery partners and contractors have concerns relating to the welfare of a child or vulnerable adult in their care, be it concerns about actions/behaviours of another colleague or concerns based on any conversation with the child or vulnerable adult, particularly where they make an allegation, they should report this immediately
- Act as a role model
- Set and monitor appropriate boundaries and relationships when working with children and vulnerable adults based on openness, honesty and respect for the child or vulnerable adult. Ensure that the focus of your relationship with a young person that you have met through any programmes remains professional always. The aim should never be to develop the relationship into a friendship or intimate relationship.
- Respect a young person's/adult's right to personal privacy but never agree to keep any information relating to the harm of a young person/adult confidential. Provide support to a child, young person or vulnerable adult making a complaint
- Remain calm and ensure that no one is in immediate danger if they suspect abuse. Report any concerns to the DSOs without delay and record all the facts
- Ensure that if a young person who has become distressed needs comfort that this is done in a way that is both age appropriate and respectful of their personal space. Never act in a way which may be perceived as threatening or intrusive.
- Always ask a young person before you act. Hugging should be limited and never initiated by staff/volunteers. Any hugging should be done by the side of the young person with an arm placed around the shoulders side by side.
- Ensure that if any kind of physical support is required during any activities, it is provided only when necessary in relation to the activity and that this is done in a way that other colleagues can observe you.

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Contact Details

Designated Safeguarding Officer: Darren Blackburn

Email: DarrenB@projectingsuccess.co.uk

Phone Number: 07764 482 012

Deputy Safeguarding Officer: Vicky Emerson

Email: VickyE@projectingsuccess.co.uk

Phone Number: 07904 762 103

List of relevant agencies for Apprentices -

- Police/Ambulance/Fire & Rescue - 999
- FE Prevent coordinator – Hifsa Harron - Igbal – 07785 654 148
- The Police non-emergency number: 101
- Crimestoppers: 0800 555 111
- Anti-Terrorism Hotline: 0800 789 321
- www.nspcc.org.uk/inform/ - 0808 800 5000
- Samaritans – 08457 90 90 90
- Shelterline – 0808 800 4444
- Victim Support-0845 3030 900
- National Debt Line-0800 808 4000
- Health – NHS Direct - nhsdirect.nhs.uk – 0845 4647
- Drug & Alcohol Advice (Talk to Frank) – 0800 77 6600 Text: 82111
- Abuse - thisisabuse.direct.gov.uk -
- Childline – 0800 1111
- Rape & Sexual Abuse Support Centre – 0808 802 999
- Refuge (women) – 0808 2000
- The Men’s Advice Line - 0808 801 0327
- Broken Rainbow (gay, lesbian, bi-sexual and transgender (GLBT) – 0300 9999 5428
- The Princes Trust – 0800 842844
- CEOP - 0870000 3344
- Internet Safety www.gov.uk/report-terrorism

Safer Recruitment

When recruiting new members of staff Projecting Success follows the government guidance “Safeguarding Children: Safer Recruitment in Education and Safer Recruitment principles and has due regard to the Safeguarding Vulnerable Groups Act 2006 and the Protection of Freedoms Act 2012.

Projecting Success adapts the guidelines within the Baseline Security Standard (BPSS) for all appointment and ensures that the relevant Projecting Success uses the DBS checking service to assess applicants’ suitability for positions of trust, the Company complies fully with the Code of Practice and undertakes to treat all applicants for positions fairly.

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DBS checks are undertaken in line with government guidance and current legislation, alongside appropriate references being obtained and ensuring qualifications are verified. Safer Recruitment training has been undertaken by senior members of staff who conduct recruitment activities in accordance with statutory guidance.

To who it may concern:

I can confirm as a member of the Senior Leadership Team that I fully agree with the content of this policy as part of the annual review.

Name: Vicky Emerson **Position:** Head of Human Resources, Learning and development

Signature: 

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