

P63 Safeguarding & Child Protection Policy

TCHC Group Ltd have reviewed this policy in line with COVID-19 requirements and are satisfied that these have been met.

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1 SCOPE OF POLICY

TCHC recognises that everyone working for TCHC has a role to play in safeguarding the welfare of young people and vulnerable adults and preventing their abuse. This policy focuses on protection from abuse and neglect and is designed to provide a basic procedure which should be followed.

The aims of this policy are to:

- Ensure consistent good practice across TCHC
- All staff have a professional duty regarding learners' safety and welfare, and to seek to protect them from actual or likely harm
- This means knowing how to help and protect learners that may be at risk of being abused
- Clear guidelines for recording and reporting concerns and disclosures must be gone through during the programme
- Where there are safeguarding concerns, staff have a duty to share information with TCHC's internal safeguarding team and then the appropriate authorities
- All staff have a responsibility to teach learners about Safeguarding, including Prevent

The 'Working together to safeguard children 2018' guide defines safeguarding and promoting the welfare of children. It is defined for the purposes of this guidance as:

- Protecting children from maltreatment
- Preventing impairment of children's health or development
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- Taking action to enable all children to have the best outcomes

The 'Care Act 2014' defines safeguarding adults as:

- Protecting adults right to live in safety and live free from abuse and neglect

[Working together to safeguard children](#)

*to access the link above press Ctrl and Enter

[Keeping children safe in education](#)

*to access the link above press Ctrl and Enter

The CHANNEL panel protects vulnerable people from being drawn into terrorism.

[Channel Duty Guidance can be found by clicking this link](#)

*to access the link above press Ctrl and Enter



2 SAFEGUARDING TEAM

Telephone: 01923 698430 opt.9

Claire Jeens
Safeguarding Governor

DSL	Contracted hours	Locations covered
Sam Johnson Safeguarding Manager / DSL	Full time	<ul style="list-style-type: none">➤ TCHC Ipswich and Clacton GAPS Centres➤ Essex, Herts, Norfolk, and Suffolk locations
Nicola March DSL	Full time	<ul style="list-style-type: none">➤ TCHC Thurrock and Peterborough GAPS Centres➤ Cambridgeshire, Bedfordshire, Peterborough, Thurrock, Northamptonshire, and Kettering locations➤ * Responsible for updating all Partners
Ami Nurjandoa DSL	Works Monday, Tuesday, and Wednesday	<ul style="list-style-type: none">➤ TCHC Stansted and Watford Offices➤ Apprenticeships➤ Kent, Surrey, Birmingham, and London locations

***If your local DSL is unavailable you must contact another DSL so that you can receive advice.**

3 POLICY STATEMENT

This policy applies to all staff employed by TCHC including associate staff.

All staff must make sure they familiarise themselves with this safeguarding policy and the procedures that go with it.

All have a legal responsibility to take seriously any concerns about neglect or abuse that come to their attention and to follow the procedures set out within this policy.

Learners who have concerns about their peers or the behaviour of people towards them can use this policy to ensure they are taken seriously.

We have a duty to act if there is a cause for concern and to notify the appropriate agencies, so that they can investigate and take any necessary action. Any suspicion, allegation or incident of abuse must be reported as soon as possible and in any event within 2 hours to the Safeguarding Team who have overall responsibility for safeguarding.

The Managing Director is responsible for ensuring:



- That there is enough trained and competent staff with designated responsibility for safeguarding within the company
- The safeguarding team have adequate time to carry out their responsibilities
- The safeguarding team have reasonable resources to carry out their role

TCHC takes seriously its duty of pastoral care and will be proactive in seeking to prevent young persons and vulnerable adults becoming the victims of abuse or neglect. It will do this in several ways:

- Through the creation of an open culture which respects all individual rights and discourages bullying and discrimination of all kinds
- By informing young people of their rights to be free from harm and encouraging them to talk to TCHC staff if they have any concerns
- Through the IAG and an ongoing programme of support, at an appropriate level, to promote self-esteem, social inclusion and address the issue of safeguarding children and young people in the wider context.
- We ask learners throughout their programme if they have any safeguarding concerns. For example, through Induction, IAG, Learner Reviews, Work Placement, Post Induction Surveys, On-Programme Surveys, Exit Surveys and Teaching, Learning and Assessment Plans.

4 SIGNS AND INDICATORS OF ABUSE AND NEGLECT

Physical Abuse

Physical abuse is where someone deliberately harms someone else.

It includes being hit, slapped, pushed, kicked, misuse of medication, restrained, burned and having objects thrown at them.

Sexual Abuse

Sexual abuse is where a vulnerable person has not consented or could not consent or was pressured into consenting, into carrying out sexual acts on someone or having sexual acts performed on them. Including, rape.

Psychological Abuse

Psychological abuse is the ongoing emotional maltreatment of a person. It can seriously damage a person's emotional health and development.

Including threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

Financial Abuse

This could be limiting access to money or forcing all financial responsibility onto someone else while limiting their ability to provide this.



Including theft, fraud, exploitation, making them beg for money, forcing people to commit crimes for money, pressure in connection with wills, property or inheritance of financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Neglect

This is failure to provide care for someone.

Including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Discriminatory

Making unfair distinction between different categories of people or things.

Including racism, sexism, and ageism.

Abuse caused by poor care or by poor practice

Poor professional practice also needs to be considered. This may take the form of isolated incidents of poor or unsatisfactory professional practice, at one end of the spectrum, through to pervasive ill treatment or gross misconduct at the other.

In all these incidences it is useful to examine,

- The impact on the victim or others, i.e. has s/he been caused unacceptable distress, pain, loss, a hospital admission or serious trauma.
- The intention of the suspected perpetrator. Was it a genuine mistake or an act of avoidable ignorance?
- The institutionalising pattern of the actions. Repeated incidents of poor care may be an indication of more serious problems and this is sometimes referred to as institutional abuse.

Peer on peer abuse

All staff must have an awareness of safeguarding issues, a number are listed below. Staff should be aware that behaviours can be linked to taking drugs, alcohol abuse, truanting and sexting put children in danger.

Safeguarding issues can become worse via peer on peer abuse. This is most likely to include, but may not be limited to:

- bullying (including cyberbullying)
- gender-based violence
- sexual violence
- sexual harassment
- sexting (the act of sending sexually explicit photographs or messages via a mobile device)
- upskirting (the act of placing a mobile device beneath a person's clothing to take a photograph without consent)

5 CHILD PROTECTION

The Children, Young Persons and their Families Act, 1989, defines child abuse as “the harming (whether physically, emotionally, sexually), ill-treatment, abuse, neglect, or deprivation of any child or young person”.

TCHC recognises that all staff must act within the legal requirements of the Privacy Act, Children, Young Person’s and their Families Act, Health information Act and other statutes. Information sharing is needed to protect children and enable other people to carry out their legitimate functions. Staff will not share information if they believe that by doing so this will endanger the child.

Staff may be asked to provide information to external agencies such as Child, Youth and Family, the Police, Court or and Psychologists. When any external agency contacts a staff member for information that staff member must first refer to their line manager and HR for clearance before providing the information.

Information will be only be provided to the external agency after the staff member has:

- identified the person making the request
- the actual purpose of the request
- what use the information will be put to
- who will see the information

In the case of a Social Worker for Child wanting to undertake an interview with a child while in the care of TCHC, the staff member must consult their manager and HR to be certain that such an interview will be undertaken legally and in the best interests of the child.

Please refer to Appendix 2 for further information.

6 SPECIFIC SAFEGUARDING ISSUES

All staff must be aware of the signals that children are at risk from or are involved with serious violent crime.

Advice can be found in the Home Office’s [Preventing youth violence and gang involvement](#) and [Criminal Exploitation of children and vulnerable adults: County Lines guidance](#).

[Domestic abuse: get help during the coronavirus \(COVID-19\) outbreak](#)

[Mental health and wellbeing](#)

[Anti-bullying information](#)

[Workplace bullying and harassment](#)

[Female Genital Mutilation \(FGM\)](#)

[Forced marriage](#)

[Child sexual exploitation](#)

[Advice to parents and carers on gangs](#)



[Controlling or Coercive behaviour in an intimate or family relationship](#)
[Online Safety Guidance for Educational Settings](#)
[Children missing education](#)
[Preventing bullying](#)
[Drugs: advice for schools](#)
[Safeguarding children in whom illness is fabricated or induced](#)
[Hate](#)

7 E-SAFETY

Technology has become a very real and dangerous component of many safeguarding issues. For example, child sexual exploitation; radicalisation; sexual predation.

The three main areas are:

1. **content:** being exposed to illegal, inappropriate or harmful material; for example, pornography, fake news, racist or radical and extremist views.
2. **contact:** being subjected to harmful online interaction with other users; for example, commercial advertising as well as adults posing as children or young adults; and
3. **conduct:** personal online behaviour that increases the likelihood of, or causes, harm; for example, making, sending, and receiving explicit images, or online bullying.

All staff are responsible for staying safe online and encouraging others to do the same. Teaching staff must embed this within their lessons and draw attention to the TCHC poster with top tips of how people can Stay Safe Online.

All remote lessons must be recorded by the Tutor/Learning Coach delivering the lesson and stored on SharePoint for 30 days, recordings must not be sent via email to anyone as this uses unnecessary data.

Any child under the age of 18 years old must have a parent, guardian, or carer present BEFORE any audio or visual footage of them is recorded by teaching staff unless consent have been provided by them beforehand.

No learner should be audio or video recorded without prior written consent, one consent form per learner will be sufficient for all lessons thereafter. Written consent should be gained at the start of their programme.

Please refer to TCHC's 'Protocol for Online Meetings' document for further information available within Company Documents on BrightHR or SharePoint (<https://tchcltd.sharepoint.com/sites/Policies>).

Only approved video conferencing software should be used, for an updated list with security tips, please ask your line manager or the safeguarding team.



8 INDUCTION AND TRAINING

TCHC will ensure that all staff and associates receive appropriate safeguarding and child protection training which is regularly updated and in line with advice from Local Safeguarding Children and Adult Board (LSCB/LSAB) recommendations. Furthermore, all staff members will receive regular safeguarding and child protection updates (for example, via staff meetings) as required, but at least annually, to provide them with relevant skills and knowledge to safeguard children and adults.

All new staff members will take part in safeguarding and child protection training at induction. This will include training on the TCHC's Safeguarding and Child Protection Policy and the role of the Designated Safeguarding Leads (DSLs) with their line manager. All new starters are required to watch the TCHC Safeguarding induction video on joining the company and sign this off on their induction training checklist within one week of appointment.

No staff or associates are permitted to be unsupervised with learners unless the following tasks have been approved by the line manager to confirm that training has been completed as evidenced by the induction training checklist and a valid DBS check is in place.

All staff members undergo refresher training on safeguarding and child protection throughout their employment with TCHC, at least annually, to keep them up to date with current knowledge to safeguard children (for example, via e-learning and classroom training).

9 SAFER RECRUITMENT

TCHC's recruitment procedures meet the Children Safeguarding Board/Adult Safeguarding Board guidelines for recruiting all staff and associates by:

- verifying identity and any academic or vocational qualifications
- obtaining professional and character references
- checking previous employment history
- ensuring that a candidate has the health and physical capacity for the job
- undertaking a face to face / virtual interview
- undertaking any mandatory vetting and barring checks including where appropriate DBS and prohibition checks every three years of employment

All potential candidates that are interviewed for a post with TCHC will need to show an understanding of safeguarding that is relevant to the role that they are applying for.

All external visitors to our centres and offices need to sign into the centre on arrival, wear an identification badge or label to identify themselves and should always be accompanied by a staff member. Visitors will be briefed on TCHC Covid-19 arrangements before engaging with anyone.

Please refer to our 'P37 Recruitment Policy and Procedure' for further information.



10 RISK ASSESSMENTS

It is important when working with children, young people, and vulnerable adults that you are in possession of case history and as much background information as you can collect about them. This information will provide you with evidence of whether a formal Risk Assessment is carried out before engaging with that person.

When a Risk Assessment is carried out it must be recorded on the TCHC Risk Assessment Form. It must then follow the procedures outlined on the Risk Assessment and if it relates to any external activities then approval gained from HR one week before the activity is due to take place so appropriate measures can be put in place.

Once approval has been granted the centre outlook calendar must be updated to show this activity is taking place, with the risk assessment and off-site register attached.

Any risk assessments must be made available to the safeguarding team by the person who has created them by uploading them to the shared area called 'Safeguarding Risk Assessments' under shared services workspaces.

11 ENGAGEMENT RESTRICTIONS

No single member of staff must meet learners in any kind of risk environment such as the person's home or any non-public closed environments.

No member of staff must invite or accompany any learners in a private car. There may be extreme circumstances where Gaps centre staff may need to accompany children and young people to a location for example, their home address or hospital. In this case the staff member must contact the safeguarding team to inform them and two members of staff should escort the learner. Where it is not possible for two staff members to escort a learner, a Risk Assessment must be carried out.

Staff and associates should not be accompanying learners on public transport such as trains, buses, and taxis etc during the Covid-19 pandemic. If this is necessary due to an emergency, then the safeguarding team must be asked for approval BEFORE any such activity takes place.

Staff and associates must liaise with the local authority where transport is provided for young people with EHCPs.

Where trips are planned as part of the learner's formal education to support them in their personal social development then a risk assessment must be signed off by HR, BEFORE any such trip takes place. If a mini bus is to be used as the method of transportation then written permission is required by the Head of Youth Programmes and they are responsible for ensuring that appropriate arrangements are in place such as insurance and the type of license held by the driver.

All staff must have business use for their car insurance and a copy must be sent to the HR department.



12 PERSONAL RELATIONSHIPS

We recognise that, from time to time, close personal relationships may develop between members of staff. To ensure that potential conflicts of interest are avoided, employees are required to inform their (line manager/HR department) of any relationship which may affect their work or compromise the business in any way.

No personal relationships are allowed with service users. If you have a prior personal relationship with a service user, before they became a service user, you must report this to your (line manager/HR department).

Any such information will be treated in the strictest confidence. We fully acknowledge the right of employees to privacy in their personal affairs. However, experience has shown that the effect of such relationships can cause a blurring of judgement whereby conflicts of interest arise.

13 MYCONCERN

All staff and associates must ensure that their e-mail preferences are turned on so that notifications, tasks, and messages can be received. If you are unsure of how to do this, you must seek advice from your line manager.

All staff and associates must complete tasks set by DSLs by the deadline.

14 SAFE WORKING PRACTICES

All staff must follow personal and professional conduct which includes no unnecessary physical contact with learners. If you see something and feel safe to do so, please address it immediately.

Examples of unnecessary physical contact include but are not limited to:

- Tickling
- Stroking
- Playing with or styling hair
- Removing clothing
- Or any other sexual conduct

Examples of necessary physical contact include but are not limited to:

- Carrying out first aid
- Greeting learners by handshake
- Use of reasonable force to prevent a learner hurting themselves or others

15 VOLUNTEERS

All volunteers for TCHC must always be supervised by a member of staff. Managers are responsible for ensuring that the volunteer has undertaken sufficient safeguarding training before carrying out any role within TCHC. The identity of the volunteer must be checked, and a copy retained by HR.

The term sufficient safeguarding training is defined as:

- Successfully completing safeguarding modules online and providing a certificate to the HR department and line manager
- Confirmation that they have read and understood our safeguarding and prevent policies
- Confirmation that they have read and understood the statutory guidance for KCSiE
- Confirmation that they have watched TCHC's Safeguarding Induction video

Where the volunteer has a current DBS check this must be supplied to the HR department and their line manager. For cases where the volunteer does not hold a current DBS, the volunteer must obtain this at their own cost, unless otherwise agreed in writing by TCHC.

Any volunteering position is subject to two satisfactory references obtained by the HR department.

Under no circumstances should a volunteer be left unsupervised and where no checks have been carried out, the volunteer must not carry out any regulated or unregulated activity.

A risk assessment should be completed once the volunteer has successfully passed their interview where a member of the safeguarding team must be on the panel.

The HR department is responsible for updating the Single Central Register with such information.

16 SUPPLY CHAIN PARTNERS

Before we engage with a Supply Chain Partner, we carry out due diligence checks as part of the onboarding process where their safeguarding and prevent policies are reviewed. Performance throughout the contract is monitored including, safeguarding procedures and any concerns. We provide support and advice to our Supply Chain Partners on safeguarding matters as they arise.

17 REPORTING SAFEGUARDING CONCERNS

It is important to remember the following steps when a **disclosure is made to you**.

- Remain calm and reassure the person that they have done the right thing by speaking up
- Listen carefully and give the person time to speak
- Explain that only the professionals who need to know will be informed, never promise confidentiality if the learner is at risk of harm or danger
- Act immediately, and do not try to address the issue yourself



- Remember that it is not for you to decide whether a suspicion or claim is true; all instances must be taken seriously

REPORTING PROCESS

- You must FIRST contact our internal safeguarding team by telephone within 2 hours of the incident/disclosure, our internal safeguarding team must be contacted BEFORE any external agency, unless there is immediate danger to the public.
- One of the safeguarding team will get back to you by telephone as soon as possible to give advice and support.
- If for any reason the safeguarding team do not answer the telephone call within the 2 hours, you must contact a Board Director. For example, Courtney Grinham Yuen-man Yau or Claire Jeens within the 2 hours.
- You must then report the safeguarding concern through the MyConcern Safeguarding Platform the same day (<https://www.myconcern.education/Account/Login>). Your responsibility does not end at this point because the Designated Safeguarding Lead may wish for you to contact an external agency to make a referral.
- The Designated Safeguarding Lead will then update MyConcern with advice within 24 hours of the safeguarding concern being reported through MyConcern.
- Any further updates to the incident must be reported by reporting a safeguarding concern update on MyConcern.

Note: should you feel a learner, colleague, yourself, or any members of the public are in immediate danger, report to the police immediately and then contact our internal Safeguarding Team.

ALLEGATIONS AGAINST A MEMBER OF STAFF

If the allegation or suspicion of abuse is discovered or disclosed by a learner or colleague, the member of staff will then inform a member of the safeguarding team who will notify the Managing Director, if the Managing Director is unavailable then the Board of Directors must be notified.

A member of staff discovering an allegation or suspicion of abuse will, report it to the Safeguarding Team who will notify the Managing Director, if the Managing Director is unavailable then the Board of Directors must be notified.

The HR department and the Safeguarding Team will carry out a risk assessment and contact other agencies, emergency services or Police, if appropriate.

Please refer to P42 Whistle-blowing Policy for further information.

Where there are allegations against a member of staff it may be necessary to suspend the member of staff whilst an investigation is undertaken which may result in disciplinary action.

APPENDIX 1. MODERN SLAVERY

The Modern slavery awareness booklet from the Home Office published 17 October 2017 states 'Modern Slavery is a serious and often hidden crime in which people are exploited for criminal gain. The impact can be devastating for the victims. Modern slavery comprises slavery, servitude, forced and compulsory labour and human trafficking.' The UK has legislation, which is designed to tackle slavery and human trafficking, the **Modern Slavery Act 2015**.

Types of modern slavery

- Sexual exploitation
- Domestic servitude
- Criminal exploitation
- Labour exploitation

Victims of modern slavery can be men, women, or children. They can be any nationality; the most common nationalities are from:

- Albania
- Vietnam
- UK
- Nigeria
- China
- Romania
- Poland
- Eritrea
- India
- Afghanistan

Indicators of a potential victim may include:

- Distrustful of authorities
- Expression of fear or anxiety
- The person acts as if instructed by another
- Injuries apparently a result of assault or controlling measures
- Perception of being bonded by debt
- Passport or documents held by someone else
- Restriction of movement and confinement to the workplace or to a limited area
- Person forced, intimidated, or coerced into providing services
- Substance misuse
- Money is deducted from salary for food or accommodation
- Being placed in a dependency situation
- Inappropriate sexual behaviour
- Limited/sporadic school attendance (under 18s)
- No or limited access to bathroom or hygiene facilities

Please click this link to access for information about modern slavery:

<https://www.gov.uk/government/collections/modern-slavery>



APPENDIX 2. INFORMATION REQUESTS AND SHARING

The police hold important information about children who may be suffering, or likely to suffer, significant harm, as well as those who cause such harm. They should always share this information with other organisations and agencies where this is necessary to protect children. Similarly, they can expect other organisations and agencies to share information to enable the police to carry out their duties. All police forces should have officers trained in child abuse investigation.

Effective sharing of information between TCHC Group staff and local organisations and agencies is essential for early identification of need, assessment, and service provision to keep children safe. Serious case reviews have highlighted that missed opportunities to record, understand the significance of and share information in a timely manner can have severe consequences for the safety and welfare of children.

TCHC Group staff should be proactive in sharing information as early as possible to help identify, assess and respond to risks or concerns about the safety and welfare of children. Whether this is when problems are first emerging, or where a child is already known to local authority children's social care (e.g. they are being supported as a child in need or have a child protection plan).

Information sharing is also essential for the identification of patterns of behaviour when a child has gone missing, when multiple children appear associated to the same context or locations of risk, or in relation to children in the secure estate where there may be multiple local authorities involved in a child's care.

Fears about sharing information must not be allowed to stand in the way of the need to promote the welfare, and protect the safety, of children, which must always be the paramount concern.

All TCHC Group staff should aim to gain consent to share information but should be mindful of situations where to do so would place a child at increased risk of harm. Information may be shared without consent if a practitioner has reason to believe that there is good reason to do so, and that the sharing of information will enhance the safeguarding of a child in a timely manner. When decisions are made to share information, TCHC Group staff should record who has been given the information and why

TCHC Group staff must have due regard to the relevant data protection principles which allow them to share personal information, as provided for in the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). To share information effectively: all TCHC Group staff should be confident of the processing conditions under the Data Protection Act 2018 and GDPR which allow them to store and share information for safeguarding purposes, including information which is sensitive and personal, and should be treated as 'special category personal data'

Where TCHC Group staff need to share special category personal data, they should be aware that the Data Protection Act 2018 contains 'safeguarding of children and individuals at risk' as a processing condition that allows TCHC Group staff to share information.

When receiving a request for information from the Police

- All requests for information from the Police should be in writing and should be signed by a serving Police Officer
- First check verification of the Officer who has made the request



- Consult with the Safeguarding Team and let them know exactly what information has been requested and if any reasons given for the request
- Log the request for information including all details such as who has made the request and what has been requested and why on MyConcern
- Check the ID of the officer when they arrive before handing over any information
- Information should be provided in a sealed envelope
- Log when requested information has been provided/picked up and to whom on MyConcern

APPENDIX 3. ROLE OF THE DESIGNATED SAFEGUARDING LEAD

All Designated Safeguarding Leads are trained and qualified to deal with safeguarding concerns.

The Designated Safeguarding Lead (DSL) should take lead responsibility for safeguarding and child protection (including online safety). This person should have the appropriate status and authority within TCHC GROUP LTD to carry out the duties of the post. They should be given the time, funding, training, resources and support to provide advice and support to other staff on child welfare and child protection matters, to take part in strategy discussions and inter-agency meetings, and/or to support other staff to do so, and to contribute to the assessment of children.

Items that DSLs are responsible for:

- Manage referrals
- Work with others
- Attend training and train others
- Raise awareness
- Child protection
- Be available for staff and learners
- Maintain MyConcern
- Record CPD
- Attending meetings
- Ensure Policies and procedures are followed

*This is not an exhaustive list and the DSL job description should be applied.

APPENDIX 4. LEARNERS MISSING FROM EDUCATION

All staff and associates should be aware that learners and children going missing, particularly repeatedly, can act as a vital warning sign of a range of safeguarding possibilities. This may include abuse and neglect, which may include sexual abuse or exploitation and can also be a sign of child criminal exploitation including involvement in county lines (which is criminal activity in which drug dealers in major cities establish networks for the supply and sale of drugs to users in towns and rural areas, by using other people to carry, store and sell the drugs) . It may indicate mental health problems, risk of substance abuse, risk of travelling to conflict zones, risk of female genital mutilation or risk of forced marriage. Early intervention is necessary to identify the existence of any underlying safeguarding risk and to help prevent the risks of a child going missing in future.

Unauthorised absence and children missing from education procedure:

Teaching staff and Centre Administrators are responsible for recording learner attendance.

Leaders and Managers are responsible for checking teaching/training registers regularly and notifying the safeguarding team where learners miss more than three lessons in a row.

Designated Safeguarding Leads (DSLs) are then responsible for providing advice and support to staff and agreeing actions. The DSL is responsible for following up with the Leader or Manager to ensure the matter has been resolved and the file can be closed. If the matter is ongoing the DSL must put interventions in place to resolve the issue.

If the learner and the next of kin are not contactable and other options have been exhausted, then other agencies may need to be informed, including the local authority contact or responsible person and any vulnerable or looked after child support agency.

We have a duty of care to report all safeguarding concerns on MyConcern for audit trail purposes.



APPENDIX 5. GUEST SPEAKERS

TCHC believe that guest speakers can enrich learner's formal education and other areas of the business by adding depth and breadth on a wide range of subjects.

All guest speakers should:

- Have been authorised by a TCHC Leader or Manager
- Where presentations are used, these must have been checked by TCHC staff before they are presented
- Follow the same signing in procedures as other visitors
- Always wear a VISITOR identification badge or label
- Not be left unsupervised by TCHC staff and associates
- Have their views challenged by TCHC staff should they have any extreme views, whether political or religious



APPENDIX 6. COVID-19 ARRANGEMENTS

TCHC follow Government guidelines for the further education and skills sector and act accordingly to changes and updates to legislation and advice.

TCHC has a digital first approach which means that any meetings or training for safeguarding must be carried out remotely in the first instance (where possible).

In cases where face to face meetings are required then Government guidelines must be followed regarding social distancing, hand washing and face coverings.

Communal areas in offices and centres have been limited, social distancing and appropriate levels of cleaning are in place.

MyConcern has now been updated with the following categories:

- Behaviour – COVID safety breach
- COVID -19 confirmed
- COVID -19 symptoms
- COVID -19 welfare check
- COVID -19 self-isolation

It is extremely important that all staff and associates report any Covid-19 concerns via the MyConcern platform on the same day of identification.



Courtney Grinham, Managing Director – TCHC GROUP LTD

Document History

Reference No	Version	Date	Author	Classification	Review Date
P63	1.0-1.5	14/01/2017	Mark Williams	Unclassified	08/06/2018
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P63	1.7	14/01/2019	Claire Jeens	Unclassified	08/06/2020

P63	1.8	09/04/2020	Claire Jeens	Unclassified	09/04/2021
P63	1.9	19/11/2020	Claire Jeens	Unclassified	19/11/2021
P63	2	04/01/2021	Claire Jeens	Unclassified	04/01/2022
P63	2.1	11/04/2021	Claire Jeens	Unclassified	11/04/2022