



Quest Vocational Training Ltd

Safeguarding Policy

Policy Review Statement:	This policy will be reviewed and updated as necessary in line with industry or business changes. All of Quest's policies are reviewed at least once a year to ensure relevance and currency.
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1.0 Scope

1.1 Policy Purpose

This policy sets out Quest's commitment to Safeguarding arrangements and provides a clear framework for all employees in fulfilling that obligation to protect **all Apprentices**. The policy aims to reassure and protect employees of Quest who work in an environment where we promote the welfare of Apprentices and will detail the skills required to identify potential abuse and how to record and report it.

The responsibility to safeguard all Apprentices' rests with all of Quest's employees.

Safeguarding looks at keeping Apprentices safe from a much wider range of potential harmful influences and looks at preventative action not just a reaction.

Quest's prevent duties are covered within the context of safeguarding within this policy.

Quest has adopted a whole organisational approach to Safeguarding & The Prevent Duty (please see separate policy) and is committed to fulfilling its responsibilities and promoting the welfare of **all Apprentices** and ensuring that we have a culture of vigilance that minimises any risks to Apprentices.

All Apprentices have a right to feel safe and protected whilst using Quest's services and Quest has a statutory and moral obligation to ensure this safety and protection.

It is important to note that employees of Quest are not responsible for deciding whether Apprentices have been abused. Employees are responsible for recording and reporting any concerns to the **Designated Officer/Deputy Designated Officer** (as specified within this policy) in a timely manner to ensure we are working together to safeguard Apprentices under arrangements in place within this Policy and set down by the **Local Safeguarding Children Board (LSCB) and Channel Scheme as appropriate**. In the absence of a **Designated Officer/Deputy Designated Officer**, concerns should be raised with the **Managing Director**.

1.2 Definitions

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

A quote from the *Bichard Inquiry Report 2004*:

"For those agencies whose job it is to protect children and vulnerable people, the harsh reality is that a sufficiently devious person is determined to seek out opportunities to work their evil, no one can guarantee that they can be stopped.

Our task is to make it as difficult as possible for them to succeed...."

Prevent Definition: The Prevent duty is the duty in the Counter-Terrorism and Security Act 2015 on specified authorities, in the exercise of their functions, to have due regard to the need to prevent people from being drawn into terrorism.

1.3 Statutory Framework

The Children Act 2004 places a duty on organisations and provides them with additional powers including a requirement to co-operate with the Children's Services Authority, to decide to safeguard and promote welfare, to share information where necessary and appropriate with the Local Safeguarding Children Boards.

The Safeguarding Vulnerable Groups Act 2006 (amended in 2012) places a duty on organisations to undertake relevant DBS checks before individuals are allowed to work with children or vulnerable adults.

The Counter-Terrorism and Security Act 2015 places a duty on organisations, in the exercise of their functions, to have 'due regard to the need to prevent people from being drawn into terrorism'.

1.4 Policy Development

The Designated Officer supported by the Managing Director have been charged with developing and updating the Safeguarding & Prevent Policy and to positively promote the arrangements contained within it throughout the organisation.

1.5 Policy Review

The Policy will be reviewed on an on-going basis in accordance with changes to legislation. The formal review and ongoing development of the policy will be led by the Designated Officer and approved by the Senior Management Team/Board of Directors.

2.0 Policy Statement

Quest Vocational Training holds as one of its highest priorities the health, safety and welfare of all Apprentices involved in courses or activities which come under the responsibility of Quest.

Quest Vocational Training has a statutory and moral duty to commit to practices that protect Apprentices from being abused or becoming radicalised. Staff recognise and accept their responsibility to develop the awareness of the risks and issues involved in safeguarding. Quest recognise that it has a responsibility to protect staff from unfounded allegations of abuse. It is committed to working with existing local Safeguarding or Adult Safeguarding Boards, the Channel Scheme and other partnerships to ensure the safeguarding of its Apprentices.

Quest is committed to ensuring:

- A safe environment for all Apprentices in which to learn
- Apprentices who are suffering, or are likely to suffer significant abuse/radicalisation are identified; and
- That Quest will take appropriate action to see that such Apprentices are kept safe at Quest

To achieve these aims Quest will annually review this policy and procedure with the aim of:

- Raising awareness of issues relating to the welfare of Apprentices and the promotion of a safe environment for them to learn within Quest
- Aiding the identification of Apprentices at risk of abuse/radicalisation, providing procedures for reporting concerns
- Establishing procedures for reporting and dealing with allegations of abuse/radicalisation against members of staff
- The safe recruitment of staff

All staff will receive appropriate training in order to familiarise them with Quest's Safeguarding Policy and Procedure and the safeguarding issues and their responsibilities.

3.0 Definitions of Abuse

Quest recognises the following as definitions of abuse:

3.1 Physical abuse

May involve hitting, shaking, throwing, poisoning, burning or scalding, drowning or otherwise causing physical harm. Physical injury may occur as a result of injury inflicted by

a family member, including a brother or sister, or by another person, or an injury sustained accidentally but as a result of neglect. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes ill health to a child whom they are looking after. This situation is commonly described using terms such as fabricated or induced illness by proxy, or Munchausen syndrome by proxy.

Bullying can also be a form of physical and emotional abuse. However, it is more often between peers and needs to be dealt with locally by Assessors with the assistance of the Designated Office, with cases reported as per Quest's Bullying & Harassment Policy.

3.2 Psychological/Emotional abuse

The persistent emotional ill-treatment of a person such as to cause severe and persistent adverse effects on him or her emotional development. It may involve conveying to that child or person that they are worthless or unloved, inadequate or valued only in so far as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on the child or person concerned. It may involve causing that child or person to feel frightened or in danger, or exploitation or corruption. Emotional and other forms of abuse may occur as a result of domestic violence. Some level of emotional abuse is involved in all types of ill-treatment or abuse, though it may occur alone.

3.3 Sexual abuse

Involves forcing or enticing a child or vulnerable adult to take part in sexual activities, whether they are aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. They may include non-contact activity such as involving children or vulnerable adults in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging them to behave in sexually inappropriate ways. Sexual abuse may also take place through the inappropriate use of cameras and phone images.

3.4 Domestic abuse

Is any type of controlling, bullying, threatening or violent behaviour between people in a relationship, but it isn't just physical violence – domestic abuse includes emotional, physical, sexual, financial or psychological abuse. Abusive behaviour can occur in any relationship.

3.5 Modern slavery

Involves the recruitment, movement, harbouring or receiving of children, women or men using force, coercion, abuse of vulnerability, deception or other means for the purpose of exploitation.

3.6 Female Genital Mutilation (FGM)

This is also known as **female genital cutting** and female circumcision, is the ritual cutting or removal of some or all of the external female genitalia. The practice is found in Africa, Asia and the Middle East, and within communities from countries in which FGM is common.

3.7 Neglect

The persistent failure to meet a child or vulnerable adult's basic physical and/or psychological need, likely to result in the serious impairment of his or her health or development. It may involve a parent or carer failing to provide adequate food, shelter and clothing, or the failure to ensure access to appropriate medical care or treatment. It may also involve the neglect of basic emotional needs.

3.8 Financial abuse

Defined as the misappropriation of money or assets; transactions to which the person could not consent, or which were invalidated by intimidation or deception; or, the misuse of assets. Examples include misuse of benefits, denying access to money, not spending allowances on the individual, and unreasonable restriction on a person's right to control over their lives to the best of their ability.

3.9 Discriminatory abuse

Defined as any form of abuse based on discrimination because of a person's race, culture, belief, gender, age, disability, sexual orientation, etc.

3.9.1 Institutional abuse

Defined as repeated incidents of poor professional practice or neglect, and inflexible services based on the needs of the providers rather than the person requiring the service.

3.9.2 Forced Marriage

A term used to describe a marriage in which one or both of the parties is married without his or her consent or against his or her will. A forced marriage differs from an arranged marriage, in which both parties consent to the assistance of their parents or a third party (such as a matchmaker) in identifying a spouse.

3.9.3 Radicalisation

A process by which an individual or group comes to adopt increasingly extreme political, social, or religious ideals and aspirations that (1) reject or undermine the status quo or (2) reject and/or undermine contemporary ideas and expressions of freedom of choice. In respect of safeguarding individuals from radicalisation, Quest works to the Prevent element of the Government's Counter Terrorism Strategy, and where deemed appropriate seeks external support for Apprentices through referrals to the Channel Programme. This programme aims to work with the individual to address their specific vulnerabilities, prevent them becoming further radicalised and possibly entering the criminal justice system because of their actions. It is recognised that radicalisation can occur to an individual from any section of society and is not particular to any racial, ethnic or social group. It is further recognised that in many instances the process of radicalisation is essentially one of grooming by others. Further information can be found in **Quest's Prevent Policy**.

4.0 Safeguarding Team - Roles and Responsibilities

4.1 Managing Director

Has overall and final responsibility for Safeguarding in the company and will deal with issues or concerns in the absence of a Designated Officer.

4.2 Head of Performance & Quality

Leads on Safeguarding for Quest, managing on day to day basis. The Designated Officer will ensure:

- Working arrangements are in place to safeguard and promote the welfare of all Apprentices.
- Appropriate decisions are made in respect of reported incidents of suspected abuse/radicalisation.
- Procedures as dictated by the policy are adhered to.
- Policy development and review.
- Appropriate staff training is managed in conjunction with the Quality Manager.
- Keep the Directors up to date with Safeguarding arrangements.

4.3 Quality Manager

Acts as Deputy Designated Officer and will deal with issues or concerns in the absence of Designated Officer.

4.4 Quality Team

- Oversee curriculum development to ensure safeguarding is embedded
- Oversee Apprentice and employer journey to continually raise awareness
- Maintains Staff CPD
- Help develop better processes
- Help shape policy

4.5 Delivery Staff

- Embed safeguarding and Prevent within curriculum
- Raise awareness and understanding with Apprentices and employers
- Help develop better processes
- Help shape policy

4.6 HR Department

- Manages safer recruitment processes
- Maintains staff training records
- Help develop better processes
- Help shape policy

4.7 All employees

Have a responsibility to co-operate with management to ensure Quest offers a safe working environment for Apprentices. All staff must ensure they abide by Quest's "Code of Professional Conduct" at all times as detailed in the Staff Handbook. Safeguarding is a permanent agenda item at management meetings and staff meetings and are made aware of recent situations following confidentiality.

5.0 Management of Safeguarding

Preventative

5.1 Apprentices in our training centres

All Quest staff have a collective responsibility for the Safeguarding of our Apprentices when they are in our training centres. Apprentices are informed about Safeguarding during induction. Safeguarding is then embedded throughout the "Apprentice journey", continually raising awareness during progress reviews.

5.2. Apprentices in work

Safeguarding is embedded as part of our employer vetting processes raising awareness of the importance of Safeguarding with employers.

The Safeguarding of Apprentices in work is reviewed during each formal review by the assessor, or more frequently if necessary.

5.3 Handling Personal Data

At Quest, handling personal data and protecting your privacy rights is a priority. Quest will therefore not undertake the following activities without your explicit consent of the apprentice.

- Case studies
- Good news stories
- Celebration of success
- Quest's publications/videos
- Quest's publishing (e.g. World Wide Web/Social Media)
- Quest's promotion/advertising
- Local/regional/national news media (with the permission of Quest)

By apprentices opting in and signing this document they consent to an image (photograph or video) being captured and, together with their name, being used for the above activities during and following your time with Quest.

5.4 Administering First Aid to Apprentices

If employees are required to administer first aid to any Apprentices, as a result of an accident, employees should observe the following guidelines:

- Employees must be a trained first aider or must be willing to assist and assume a duty of care
- Where possible two employees should be present.
- The employees should, where possible, be a gender mix of male/female.
- Wherever possible, an employee of the same gender as the injured Apprentice should administer any first aid required, however this should not prevent administering first aid if the same gender is not available in any emergency.
- When Apprentices are in centre it is Quest's responsibility to assist and assume duty of care.

In certain circumstances the provision of first aid has to be immediate and it may not be possible to comply with all the above guidelines. In these circumstances, employees must remain vigilant and protect themselves from any allegations of inappropriate behaviour.

In abuse cases, administering first aid should only be conducted by professional medical staff as there may be a requirement to "preserve evidence".

5.5 Safer Recruitment of Staff

Quest ensures that all recruitment of staff (this includes employed, self employed and volunteers) complies with the "*Keeping Children Safe in Education*" published July 2015, which sets out the responsibilities of all local authorities, schools and Further Education (FE) colleges in England to Safeguard and promote the welfare of children and young people.

We will comply with requirements of the Safeguarding Vulnerable Groups Act 2006 (amended September 2012) in regard to the definition of Regulated Activity and also those issued by the Disclosure and Barring Service (DBS) and requesting DBS checks.

Summary definition of Regulated activity

Regulated activity relating to children

- Activity of a specified nature: teach, train, instruct, care for or supervise children, or provide advice/guidance on well-being, or drive a vehicle only for children.
- Activity within specified establishment with opportunity for contact: for example, schools, children's homes, childcare premises, FE establishments mostly for children. Not work by supervised volunteers.
- Healthcare of a child (any frequency)
- Personal care of a child (any frequency)
- Moderating an online forum for children
- Early years or later years childminding (any frequency)
- Fostering a child (any frequency)

Regulated activity relating to adults

Any frequency (even a one-off occurrence) of one of the following activities is regulated activity relating to adults:

- Healthcare of an adult

- Personal care of an adult
- Providing Social Work
- Assistance with general household matters
- Assistance in the conduct of a person's own affairs
- Conveying

For more information on the definition of Regulated Activity see the Safeguarding Vulnerable Groups Act 2006, as amended by the Protection of Freedoms Act 2012.

Further guidance on Safer Recruitment can be found in the **HR policies and procedures within the staff handbook.**

Information about the Disclosure and Barring Service (DBS) can be found on the DBS website: <https://www.gov.uk/government/organisations/disclosure-and-barring-service>

5.6 Staff Code of Professional Conduct

Quest recognises that staff may sometimes be victims of false or malicious allegations of Apprentice abuse. All allegations of abuse must be taken seriously. This will require that each allegation will be investigated in line with Quest Safeguarding Policy and Procedures.

All staff should clearly understand the need to maintain appropriate boundaries in their dealings with Apprentices. Intimate or sexual relationships between staff and Apprentices will be regarded as a breach of professional conduct. Staff need to re-examine their approaches to individual Apprentices that they do not give any grounds for doubt or suspicion on the part of Apprentices or colleagues.

Staff should take care that their relationships with Apprentices reflects the age, gender and maturity of the Apprentice. It is particularly important that all aspects of demeanour, language and attitudes do not give rise to misunderstandings. Ambiguous or ambivalent comments and conduct should be avoided.

The Staff Code of Professional Conduct can be found in the **Staff Handbook.**

5.7 Staff Training

All staff and volunteers will be trained in Safeguarding & The Prevent Duty and training will be regularly updated as follows:

Minimum of every 3 years for staff

Minimum of every 2 years for the designated persons

Records will be held by the Human Resources showing who has been trained and when and this information will be shared with Head of Performance & Quality.

All existing staff and new staff as part of their 3 month induction programme will complete the on-line training modules as accredited by The Education and Training Foundation (<http://www.foundationonline.org.uk>). Details of the training covering Safeguarding and Prevent can be found on the staff zone.

All Designated Officers will attend formal "Designated Person" training and additional training with local Safeguarding Boards as appropriate. It is a minimum requirement that all Designated Officers should attend training at least every 2 years to ensure currency in their knowledge and skills of Safeguarding.

It is the responsibility of the Designated Officers to raise awareness amongst staff on a regular basis.

The rationale behind the training is to develop a competent, vigilant management framework. In doing so, the protection of Apprentices will not rely solely on the screening of employees through recruitment and DBS checks but through a systematic approach to safeguarding.

Training will be revised and developed in line with Government and Local priorities

5.8 Risk Assessments

Safeguarding is embedded as part of our Risk Assessment processes as detailed in the **Health and Safety Policy and Procedures**. In addition, a Prevent Duty Risk Assessment/Action Plan is in place.

Operational

5.9 Reporting

All staff have a responsibility to follow the 5 R's (Recognise, Respond, Report, Record & Refer) whilst engaged on Quest's business, and must immediately report any concerns about Apprentices' welfare to a Designated Officer.

The **Safeguarding Report Form (see annex 7)**, should then be completed by the Designated Officer who has received training in its completion.

In an emergency situation contact the Police, Social/Care Services or Designated Officer. The Designated Officer must follow this up when it is safe to do so by completing the Safeguarding Report Form and comply with the reporting procedure.

In all instances, the reporting of suspicions or incidents must be kept confidential. All reports will contain sensitive data and are subject to the Data Protection Act.

It is considered good practice to inform any persons that you intend to refer their conduct or actions to Social/Care Services. However, the following exceptions apply:-

- If sexual abuse is suspected within the family
- If there is evidence of fabricated or induced illness
- If to do so would place the child/person in more danger
- If to do so would place the staff member in danger

Further guidance on the 5 R's and identifying abuse see **Annex 1**.

5.10 Observing Signs and Symptoms

If through observation or interaction with an Apprentice, you suspect that abuse or radicalisation may be occurring, you must report your concerns to your Designated Officer who will complete the Safeguarding Report Form.

If necessary, the Designated Officer will contact the Police, Social Services, the Local Council's Department of Children and Young People's Services, or other agencies such as Channel as appropriate.

For further guidance on signs and symptoms see **Annex 2**.

5.11 Disclosure

All disclosures made by Apprentices must be treated seriously and whilst the sensitivity and confidentiality of the situation should be respected, such disclosures should be reported immediately using the established reporting procedure.

For further guidance on Apprentices who confide in you, see **Annex 3 & 4**.

5.12 3rd Party

If you are informed of a concern by another Apprentice, employee or colleague, you must act in accordance with the reporting procedure.

If possible or expedient, investigate the allegation and record any observations. Maintain surveillance of the suspect if practical to do so.

5.13 Intervention

If, in the course of the investigation, you observe abuse taking place, intervention may be required to protect and safeguard the Apprentice.

Intervention is defined as being any direct action which is taken to safeguard Apprentices which is over and above observing the suspect or merely completing the **Safeguarding Reporting Form** (see annex 7).

Intervention will only occur once surveillance of the suspect has confirmed the need for direct action.

Any intervening action should be taken with extreme caution.

If intervention is required, it will be in response to a very obvious incident e.g. a physical assault on a Apprentice. The nature of the incident will dictate the response and action.

Where possible the Police should be summoned to intervene. However, if a delay would place the Apprentice in further danger, employees should take appropriate action. Anyone intervening must not place themselves at risk and must only use “reasonable force” as a last resort.

Once appropriate action has been taken, the incident must be immediately reported to Senior Management, the Police, Social Services or the Child Protection Helpline and the Safeguarding Report Form completed by the Designated Officer.

In appropriate cases, where it is safe to do so, the individual concerned should be made aware that their conduct or actions are unacceptable and are giving cause for concern.

Do not attempt to detain the individual or get involved in any physical contact.

Quest does not have insurance cover for any employee who fails to comply with this requirement.

5.14 Reporting a Colleague

Your first responsibility is to safeguard Apprentices and therefore any concerns about a colleague’s conduct must be recorded and reported to a Designated Officer who will complete the Safeguarding Report Form.

Do not disclose the fact that you are making a report to the individual concerned or any other colleagues.

If the concern is about your own Manager and/or Designated Officer, do not discuss the concern with them. These concerns must be reported to Senior Manager who would complete the **Safeguarding Report Form** (see annex 7).

Further guidance on reporting a Colleague can be found in the **Whistle Blowing Policy**.

6.0 Other Related Policy and Procedures

- Quest’s Recruitment and Selection Policy and Procedures – Staff Handbook
- Quest’s Prevent Policy and Procedure.
- Quest’s Code of Professional Conduct – Staff Handbook

- Quest’s Health & Safety Policy – Quality Manual
- Quest’s Equality & Diversity Policy – Quality Manual
- Quest’s Disciplinary Procedure – Staff Handbook
- Quest’s Whistleblowing Policy – Quality Manual
- Quest’s Harassment & Bullying Policy – Quality Manual

7.0 ANNEXES

Annex 1 – THE 5 R’S

Safeguarding, if it is to impact on all aspects of our organisation must be the informed responsibility of all. All staff, senior managers, subcontractors and work placement employers have a responsibility to make the learning environment safe and secure for all.

To do so you should consider and act on the **5 R’s**

- Recognition
- Response
- Reporting
- Recording
- Referral

Recognition

The ability to recognise behaviour that may indicate abuse is of fundamental importance. Whether the abuse may occur on our premises or in the home or in any other setting in which the Apprentice may find themselves, all those playing a role in meeting the Apprentices’ needs should be aware and informed so that possible abuse can be recognised, investigated and acted on seamlessly and effectively.

Signs and symptoms of abuse of Apprentices may include direct disclosure. Other people in a position to identify concerns include training advisers, tutors, employers, IVs, other Apprentices and those offering additional services, such as the Connexions Service. All of these should be trained to understand signs of possible abuse and know how, where and to whom to report concerns.

Response

Appropriate response is vital. No report of or concern about possible abuse should ever be ignored. In order to determine the most appropriate response, find out whether you are dealing with an allegation from a Apprentice against a member of staff or a fellow Apprentice, or another. Is this a disclosure from an individual alleging abuse to themselves or to another? Is it the reporting of a concern or suspicion? What, precisely, is alleged to have happened? Clearly understood detail is vital when reporting your concerns to a Designated Officer.

Do not lead or probe with questions. Remain calm and demonstrate interest and concern while questioning. **Listen well.** Inform the person sharing with you that concerns they have raised must be recorded and passed on so that possible abuse can be dealt with, and that this will be done on a limited “need to know” basis, with as few others as possible knowing the identity of the complainant and all in the chain of reporting will respect confidentiality.

Reassure that they have done the right thing in reporting their concerns and that you will do everything you possibly can to help. Do not make unrealistic promises. Ensure that testimony is passed to the Designated Officer so they can record on the Safeguarding Report Form, and that the complainant and subject of the complaint are treated in line with policy and guidance.

Reporting

The following members of staff are trained Designated Officers:

- Tricia Kaye (Designated Officer)/Jess Blake (Deputy Designated Officer)

The Designated Officer has received training and support to carry out this role effectively. During both staff and Apprentice inductions the Designated Officer will be identified and there are safeguarding policy statements displayed on the Apprentice zone to inform the Apprentices.

Report your concerns to the Designated Officer in the first instance. Should this be inappropriate for whatever reason, you should not hold back from reporting, but do so to the Directors.

Once you have reported concerns about the abuse, it is the responsibility of the Designated Officer to take further action.

Further guidance/flowchart on reporting a suspicion or concern can be found in **annex 6**.

Recording

You should record precisely what has been alleged, using the words of the complainant. Your record should use accurate quotation. It should also, if felt appropriate, include factual observations about the observable physical and emotional state of the individual sharing their concerns with you.

Referral

Only the Designated Officer should mount an investigation into complaints, allegations or suspicions of abuse. An investigation may include questioning staff or Apprentices. Actions of these sorts carried out by someone other than the Designated Officer could be construed as unjustified interference which could jeopardise an investigation and any possible subsequent court case.

Annex 2 – Identifying Abuse (Signs & Symptoms)

Possible signs of physical abuse include:

- Unexplained injuries or burns, particularly if they are recurrent
- Refusal to discuss injuries
- Improbable explanations for injuries
- Untreated injuries or lingering illness not attended to
- Admission of punishment which appears excessive
- Shrinking from physical contact
- Fear of returning home or of parents being contacted
- Fear of Undressing
- Fear of medical help
- Aggression/bullying
- Over compliant behaviour or a 'watchful' attitude
- Running away
- Significant change in behaviour without explanation
- Deterioration of work
- Unexplained pattern of absence which may serve to hide bruises or other physical injuries

Possible signs of emotional abuse include:

- Continual self-deprecation
- Fear of new situations
- Inappropriate emotional responses to painful situations
- Self-harm or mutilation
- Compulsive stealing/scrounging
- Drug/solvent abuse
- 'Neurotic' behaviour – obsessive rocking, thumb-sucking, and so on
- Air of detachment – 'don't care' attitude
- Social isolation – does not join in and has few friends
- Desperate attention-seeking behaviour
- Eating problems, including overeating and lack of appetite
- Depression, withdrawal

Possible signs of sexual abuse include:

- Bruises, scratches, burns or bite marks on the body
- Scratches, abrasions or persistent infections in the anal or genital regions
- Sexual awareness inappropriate to the person's age – shown, for example, in drawings, vocabulary, games and so on
- Frequent public masturbation
- Attempts to teach others about sexual activity
- Refusing to stay with certain people or to go to certain places
- Aggressiveness, anger, anxiety, tearfulness
- Withdrawal from friends
- Promiscuity, prostitution, provocative sexual behaviour
- Self-injury, self-destructive behaviour, suicide attempts
- Pregnancy – particularly in the case of young adolescents who are evasive concerning the identity of the father
- Recoiling from physical contact
- Eating disorders
- Tiredness, lethargy, listlessness
- Over-compliant behaviour
- Genital discharge/irritation
- Sleep disturbance
- Unexplained gifts of money
- Depression
- Changes in behaviour

- Possible signs of FGM include:**
- Difficulty urinating
 - incontinence
 - Frequent or chronic vaginal, pelvic or urinary infections
 - Menstrual problems
 - Kidney damage and possible failure
 - Cysts and abscesses
 - Pain when having sex
 - Infertility

- Possible signs of domestic abuse include:**
- Excuses for injury
 - Personality Changes – low self-esteem in someone who was confident
 - Constantly checking in with their partner
 - Never having money on hand
 - Overly worried about pleasing their partner
 - Skipping out on work, school, or social outings for no clear reason

- Possible signs of Modern Slavery**
- Is fearful, anxious, depressed, submissive, tense or nervous/paranoid
 - Exhibits unusually fearful or anxious behaviour
 - Appear withdrawn
 - Avoid eye contact
 - Reluctant to seek help
 - Lacks health care/dental care
 - Appears malnourished

- Possible signs of neglect include:**
- Constant hunger
 - Poor personal hygiene
 - Inappropriate clothing
 - Frequent lateness or non-attendance at College
 - Untreated medical problems
 - Low self-esteem
 - Poor social relationships
 - Compulsive stealing or scrounging
 - Constant tiredness

- Possible signs of financial abuse include:**
- Loss of jewellery and personal property
 - A bill not being paid when money is entrusted to a third party
 - Unexplained withdrawal of cash
 - Lack of money to purchase basic items
 - Misuse of benefits
 - Inadequate clothing
 - Theft of property
 - Over protection of money or property
 - Loss of money from a wallet or purse

- Possible signs of radicalisation include:**
- The individual's views become increasingly extreme regarding another section of society or government policy
 - The individual becomes increasingly intolerant of more moderate views
 - The individual expresses a desire/intent to take part in or support extremist activity
 - They are observed downloading, viewing or sharing extremist propaganda from the web
 - They become withdrawn and focused on one ideology
 - The individual may change their appearance, their health may suffer (including mental health) and they may become isolated from family, friends, peers or social groups.

Annex 3 – Reactions to Suspicions of Abuse

If you suspect abuse/radicalism to have taken place, have witnessed it taking place or you have received a report of abuse/radicalism you should respond by:

- Remaining calm and not showing shock or disbelief
- Listen carefully to what is being said
- Demonstrate a sympathetic approach by acknowledging regret and concern that what has been reported has happened
- Ensure that any emergency action needed has been taken
- Confirm that the information given to you is treated seriously
- Record everything you have heard, suspected, or witnessed and pass on the information to the Designated Officer, unless you need to alert the emergency services (in which case you will pass on all information **and your** action when completed)
- Give them information about what steps you will take with the information given
- Inform them that you will feedback with the results of any action
- **If you suspect a crime has taken place you must contact the Police.**

Annex 4 - When an Apprentice wants to confide in you and good practice

Do's

- Be accessible and receptive
- Listen carefully
- Take it seriously
- Reassure Apprentice they are right to tell
- Negotiate getting help
- Find help quickly
- Make careful records of what was said immediately

Don'ts

- Jump to conclusions
- Try to get the Apprentice to "disclose"
- Speculate or accuse anybody
- Make promises you cannot keep
- Ask leading questions

Good Practice

- Understand your role. You are not expected to make decisions whether abuse is occurring or not, but you are expected to report your suspicions.
- Make yourself fully aware and familiar with the Safeguarding Policy and Procedures.
- Report and record suspicions immediately.
- Do not place yourself in a position where an Apprentice may misunderstand your actions or intent.
- Do not make physical contact with any Apprentice unless it is unavoidably necessary within the context of your professional duties.
- Do not swear; use sexual innuendo or sexual references.
- Do not isolate yourself from view if dealing with an Apprentice e.g. providing first aid.
- Do not directly accuse any person of abuse.
- Do not disclose your concerns to any other person other than your Designated Safeguarding Lead or Deputy Safeguarding Lead.
- Always Maintain confidentiality.
- Any intervention should be done with extreme caution.
- Do not make any accusations.
- Where possible, two employees should be present if there is any contact with a member of the public suspected of acting inappropriately.
- Employees should monitor all activities which involve young people and vulnerable adults.

It is important to remember that, although a single event may create a serious risk to the person's well-being; it is often the accumulation of events, each of which may appear small that causes serious harm.

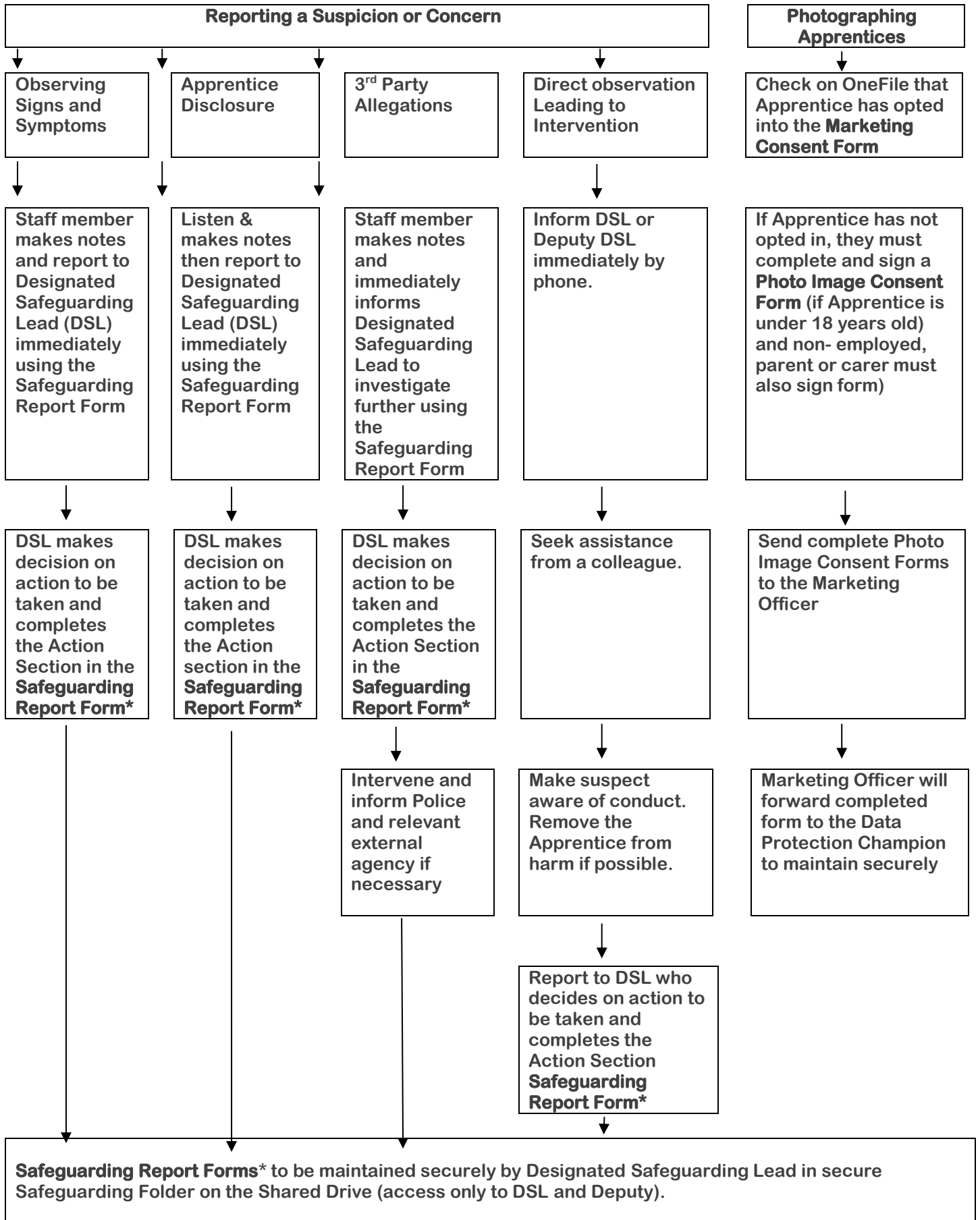
Where immediate action is needed to protect the safety of one or more Apprentices, information must be passed to the appropriate person, such as your Designated Officer or in emergency situations that you feel are of a serious life-threatening situation the Police, Emergency Services or Social Services.

Annex 5 - Key Contacts & Websites

Organisation	Contacts
Quest Vocational Training Ltd	<p>Tricia Kaye – Designated Officer tricia@questvt.co.uk</p> <p>Jess Blake – Deputy Designated Officer Jess.blake@questvt.co.uk</p>
Bournemouth Area	
<p>ADULTS</p> <p>Bournemouth & Poole Safeguarding Adults Board (BPSAB)</p>	<p>Bournemouth Care Direct: 01202 454979 Email: caredirect@bournemouth.gov.uk</p> <p>Poole Helpdesk: 01202633902 Email: sshelpdesk@poole.gov.uk</p> <p>Out of Hours Service: 01202 657279 Website: http://www.bpsafeguardingadultsboard.com</p>
<p>CHILDREN</p> <p>LSCB Administrator Bournemouth Learning Centre Ensbury Avenue Bournemouth BH10 4HG</p>	<p>Tel: 01202 458101 Email: Bournemouthand.PooleLSCB@bournemouth.gov.uk Website: http://www.bournemouth-poole-lscb.org.uk/contact-us/</p>
Police	
	<p>Non-Emergency 101 Emergency 999</p>

Useful Websites	
Disclosure & Barring Service (DBS)	https://www.gov.uk/disclosure-barring-service-check/overview
Child Exploitation & Online Protection Centre – Internet safety - CEOP	www.ceop.gov.uk

Annex 6 - Procedure flowchart - Safeguarding



Annex 7 – Safeguarding Report Form

To be completed by reporting person	
Quest Vocational Training Ltd	Reported by:
Apprentice Name: M/F	Disability: <input type="checkbox"/> Yes <input type="checkbox"/> No
Ethnic Origin:	Age:
Town/City:	
Date & time of any incident/suspicion:	Type of Incident: Observation Signs/Symptoms <input type="checkbox"/> Disclosure <input type="checkbox"/> 3 rd Party <input type="checkbox"/> Intervention <input type="checkbox"/>
Type of Abuse/Suspected Abuse: <input type="checkbox"/> Other <input type="checkbox"/> Physical <input type="checkbox"/> Sexual <input type="checkbox"/> Emotional <input type="checkbox"/> Financial <input type="checkbox"/> Neglect <input type="checkbox"/> Discrimination <input type="checkbox"/> Radicalisation	
Describe the Incident:	
Please attach any additional notes taken	
Action taken so far (Safeguarding Designated Lead only):	
Please attach any additional notes taken	
Who have you referred this information to?	
External Agencies contacted (include date & time)	
Name of Agency contacted:	
Name & contact number:	
Details of advice received:	
Name of Designated Officer:	Date:
Signature	

The original copy of this report together with any additional notes will be retained by the Designated Officer

Annex 8 – Marketing Consent Form

Apprentices are asked if they wish to opt in during sign up using this form. It is then recorded on OneFile. All staff must check that Apprentices have opted in prior to taking photocopies and using personal data for marketing purposes. A 'Photo Consent Form' available from marketing, may be used where Apprentices have not opted in.

Marketing Consent Form (Apprentices)

At Quest, handling your personal data and protecting your privacy rights is a priority. We will therefore not undertake the following activities without your explicit consent.

- Case studies
- Good news stories
- Celebration of success
- Quest's publications/videos
- Quest's publishing (e.g. World Wide Web/Social Media)
- Quest's promotion/advertising
- Local/regional/national news media (with the permission of Quest)

By opting in and signing this document you consent to an image (photograph or video) being captured and, together with your name, being used for the above activities during and following your time with Quest.

You have the right to withdraw your consent at any time by contacting Quest's Data Protection Champion:

Director of Funding & Compliance
Quest Vocational Training Ltd
Ground Floor West, Pear Tree Business Centre, Cobham Road, Ferndown,
Dorset BH21 7PT
Phone: 01202 237378
Email: dataprotection@questvt.co.uk

I wish to opt in.

Signature: _____ Date: _____

PRINT NAME*: _____

Email Address: _____

***If you are under the age of 18 please obtain the authority and signature of your parent or guardian below:**

Signature of Parent or Guardian: _____ Date: _____

PRINT NAME: _____

Email Address: _____