

## **Safeguarding Children and Young People Policy**

### **1. Principles**

Ipswich Tuition Centre (ITC) is a private educational organisation that offers professional tutoring for students mainly aged from 5 to 19. Whilst adults may attend ITC as students, our foremost concern is the safeguarding of children.

**"All Paid and Voluntary staff need to be aware of their responsibilities for safeguarding including promoting the welfare of children and how they should respond to child protection concerns"- Working Together to Safeguard Children 2013**

We aim to provide a welcoming, safe and stimulating environment, where children are able to enjoy learning and grow in confidence. We will take all necessary steps to keep children safe and well and ensure the suitability of adults who have contact with them.

Safeguarding children in education is very important for public trust. The ITC and other educators are important for spotting abuse and neglect in children (everyone under 18) and strengthening the work of social services. Most importantly, Ipswich Tuition Centre must be a safe environment for everyone.

This policy sets out the key actions taken by Ipswich Tuition Centre to safeguard children and shows how we comply with the arrangements in section 11 paragraph 4 of the statutory guidance.

### **Roles and Responsibilities**

As ITC Director Matt Mudie is responsible for any safeguarding concerns.

As such his responsibilities include:

- Updating safeguarding procedures **annually**.
- Providing relevant reading, policies and training for ITC employees.
- Providing safeguarding induction training for new starters
- Ensuring staff have opportunities to review and improve their safeguarding skills.
- Following up any safeguarding issues of individual tutees with the Local Authority Designated Officer, the Suffolk Safeguarding Children Board and/or Suffolk's Children and Young Peoples Services.

All ITC employees are responsible for:

- Reading and signing annual safeguarding updates.
- Reporting any safeguarding concerns to ITC Director.
- Contacting Children and Young Peoples Services directly with any acute safeguarding concerns. The 24/7 contact phone is Customer First Freephone **0808 800 4005**. Out of hours ask for Emergency Duty Service.
- Suffolk Police can be contacted via their main switch board **01473 613500**

## **Forms of abuse and neglect**

This is not an exhaustive list; it is here to help you spot abuse and neglect, helping you to safeguard children at ITC and elsewhere. For more detailed help and advice you can visit [www.nspcc.org.uk/help-and-advice](http://www.nspcc.org.uk/help-and-advice)

### **Emotional abuse.**

- Some emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.
- Symptoms include
  - Attention seeking or excessively clingy behaviour
  - Very low self-esteem or excessive self-criticism.
  - Withdrawn behaviour or fearfulness.
  - Lack of appropriate boundaries with strangers; too eager to please.
  - Eating disorders or self harm.
- Causes include
  - Humiliating or conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person.
  - Pushing a child too hard or being too controlling.
  - Exposing children to distressing events.
  - Placing age or developmentally inappropriate expectations on a child.
  - Failing to promote a child's social development; e.g. not allowing them to have friends or overprotecting and limiting learning.
  - Serious bullying (including cyber-bullying) causing the child often to feel frightened or in danger.

### **Physical Abuse:**

- All children suffer physical harm through accidents, however these injuries are indicators of physical abuse: [some are more likely to be spotted by a parent]
  - bruising
    - on cheeks, ears, palms, arms and feet
    - on the back, buttocks, tummy, hips and backs of legs
    - multiple bruising in clusters, usually on the upper arms or outer thighs which look like it has been caused by fingers, a hand or an object
  - burns or scalds
    - on back of hands, feet, legs, genitals, or buttocks
    - which have a clear shape, like a cigarette burn
  - large oval shaped bite marks
  - fractures
  - scarring
  - poisoning

- drowning or suffocating
- head injuries caused by a blow or by shaking
- Physical abuse can cause difficulties in mental health or behavioural problems such as:
  - trying to hide injuries under clothing
  - depression and anxiety
  - aggression and violence
  - problems with relationships and socialising
  - running away from home
  - being distant and withdrawn
- Sometimes a parent or carer will deliberately cause the ill health of a child in order to seek attention through fabricated or induced illness.

### **Sexual abuse**

- Sexual abuse involves forcing or enticing a child (someone under 18) to take part in sexual activities. This does not necessarily involve a high level of violence, and the child may or may not be aware of what is happening.
- Abuse may involve physical contact, including assault by penetration (e.g. rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing.
- Sexual abuse can be non-contact, including showing children or using children to produce sexual images, watching sexual activities, encouraging children to act in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet).
- Sexual abuse is not solely committed by adult males, but also by adult females and other children.
- Children who are sexually abused can suddenly begin to behave differently. Watch for; [some indicators are more likely to be spotted by parent/carers]
  - aggressive behaviour
  - sleep problems
  - bed-wetting or soiling
  - risk-taking behaviour during adolescence
  - negative thoughts
  - not looking after themselves
  - problems with school, or missing school
- Children who are sexually abused may avoid particular adults. They may avoid being alone with a particular family member, or there may be an adult that they are reluctant to socialise with or show fear towards.
- Children who are sexually abused may exhibit sexually inappropriate behaviour. They may become sexually active at a young age, act with promiscuity, or use sexual language or information that you would not expect them to know.
- Safeguarding children from sexual abuse includes being alert to the behaviour of adults. Signs can include;
  - seeking opportunities to be alone with children
  - giving children gifts, toys or favours

- offering to take children on trips, outings and holidays.
- If you have suspicions of sexual abuse you must seek professional advice quickly. **DO** contact social services on **0808 800 4005**, the NSPCC on **0808 800 5000** or the police on 999. **DO NOT** confront the alleged abuser; this may place the child in danger or give the abuser time to silence, confuse or threaten the child.

### **Neglect**

- Neglect is the persistent failure to meet a child's basic physical and/or psychological needs.
- Children need adequate food, water, shelter, warmth, protection from physical and emotional harm or danger, adequate supervision at all times and access to health care.
- Children need their carers to be attentive, dependable and kind; need parents and carers to be responsive to their basic emotional needs.
- Physical signs of neglect to spot can include;
  - bed-wetting or soiling
  - risk-taking behaviour during adolescence
  - negative thoughts
  - poor muscle tone/prominent joints
  - poor skin: sores, rashes, flea bites
  - thin or swollen tummy
  - poor hygiene, like being dirty or smelly
  - untreated health problems, such as bad teeth
  - unwashed clothing
  - inadequate clothing, like not having a coat in winter
- Emotional signs of neglect can include;
  - difficulties with school work
  - missing school
  - being anxious about, or avoiding, people
  - difficulty making friends
  - being withdrawn
  - anti-social behaviour
  - early sexual activity
  - drug or alcohol misuse

## **Procedures for responding to a disclosure of abuse**

A child may make an accusation or disclosure about abuse that has taken place to them or somebody else. Try to act like this:

- **Stay calm.**
- **Listen carefully** to what is said.
- **Explain** that you have to tell professionals; **no secrets**. You will explain that you will be discreet and re-assure the child that the only people you will tell are those needed to deal with the issues.
  - However, you should not tell parents/carers if the child (here under 16 years-old) does not agree and is mature enough according to "Fraser guidelines". Also called "Gillick competent", these guidelines help child professionals assess the child's understanding of the situation, and their competency to handle it. Visit the NSPCC website for more information on the Fraser guidelines.
- **Reassure** the child that they have done the right thing when they tell you.
- **Allow** the child **to speak at their own pace**.
- **Choose your words carefully**, only ask questions to clarify meaning.
  - Do Not ask leading questions
  - Do Not probe or investigate
  - Do Not ask questions that require a particular answer
- **Inform** the child what you will do next, and who you will share the information with.
  - Do Not tell them anything that you are not sure of.
  - Do Not include your opinion without stating it as your opinion.
- **Record** in writing what was said **directly afterwards**, or as soon as possible. Note any names mentioned, your name, the names of anybody else present, when and where you were when the accusation/disclosure was made. **Sign and date** this record. **Use the referral form appended to the end of this document.**
- **Refer immediately**, to Matt Mudie, the Director of ITC (where appropriate, see below) and to Local Authority Designated Officer and/or the police (if needed).

**Timescale: Ring the Director the same day. Together you can decide whether a referral will be made to the Local Authority Designated Officer within 1 working day. If you cannot get hold of the Director do not delay, ring the Customer First No: 0808 800 4005.**

If allegations are made about a member of ITC staff then contact the Suffolk Safeguarding Children's Board via the Customer First No: **0808 800 4005** and ask for the Local Authority Designated Officer. **Do not delay. The forms can be completed after the phone call.**

## **Staff training, qualifications and supervision**

Ipswich Tuition Centre has voluntary registration with OFSTED and this policy will be submitted at any inspection. It will also be sent to the Suffolk Children and Young People

Services. We enforce the following procedures to ensure we meet the requirements of registration.

-All staff working at the centre will have training in safeguarding issues generally and this policy in particular.

-Two responsible adults should always be in attendance at the centre when there are children present. In this context a responsible adult is a member of staff, a parent or guardian of the child, a social worker or other child care professional with a professional relationship with the child. Older students, sub-contractors or any other adult in the centre are not considered to be responsible adults. Parents and Guardians are responsible adults only for their children. People fulfilling the role of responsible adult should be informed that they are doing so.

-At least one member of staff will have first aid training relevant to schools and or offices. The following individuals are trained first aiders; **Matt Mudie (Director), Pam Bennett-King.**

-All tutors are qualified teachers

## **2. Safer recruitment Policy**

At ITC we will Recruit staff of the highest calibre, who share our commitment to safeguarding. We ensure that:

-All staff employed by Ipswich Tuition Centre will have a recent (within the last 3 years) DBS enhanced check.

-References will be taken up for all successful candidates and a specific reference question will relate to the suitability of the candidate to work with children.

-In the recruitment process all candidates will be questioned about their training and experience of safeguarding issues. Training will be provided for any successful candidate who has not had safeguarding training in the last 3 years. All tutors will be qualified teachers.

-New starters will receive a mandatory induction which includes familiarisation with child protection responsibilities and procedures to be followed if anyone has a concern about a child's safety or welfare.

-All staff will be invited to review their own practice at their annual review meeting.

### 3. E-safety policy

There is a lot of documented evidence that some people seek inappropriate relationships with children through social media and the internet. The following policies have been adopted to safeguard the children using the centre and the staff.

#### Email

-All email communications between staff and student should be to an email address supplied by the parent or guardian of that child. This will normally be the parents email address so that all electronic communication with the child is through them.

-Emails to and from the child should be sent to and from the centres email domain address IPSWICH TUITION CENTRE which can be accessed by the Director and other staff.

***Private email addresses should not be used.***

-Only the Ipswich Tuition Centre social media sites should be used to communicate with students.

-Private telephone numbers should not be given to students or parents. Text messages should not be sent from private mobile phones. The Director's mobile number may be given to parents for out of hour's emergency contact, all other contact should be through the main centre number. The Director's mobile number- 07824813732- can be used to contact parents and students by text to make and remind people of appointments.

#### Internet

- Staff access the internet with children for the purposes of promoting their learning.
- All computers for use by children are located in an area clearly visible to staff and there is a block on the router to prevent access to inappropriate sites such as gambling and pornography
- Children are asked not to access social networking sites.
- Staff report any suspicious or offensive material, including material which may incite racism, bullying or discrimination to the Internet Watch Foundation at [www.iwf.org.uk](http://www.iwf.org.uk).
- Suspicions that an adult is attempting to make inappropriate contact with a child on-line is reported to the National Crime Agency's Child Exploitation and Online Protection Centre at [www.ceop.police.uk](http://www.ceop.police.uk).
- If staff become aware that a child is the victim of cyber-bullying, they discuss this with their parents and refer them to sources of help, such as the NSPCC on 0808 800 5000 or [www.nspcc.org.uk](http://www.nspcc.org.uk), or Childline on 0800 1111 or [www.childline.org.uk](http://www.childline.org.uk).

#### Use of cameras on office computers and personal mobile phones/tablets

- Cameras are only permitted in the course of study and under supervision of the tutor
- It is never permitted to take photographs of people at Ipswich Tuition Centre

#### 4. Procedures on premises

Ipswich Tuition Centre has its premises in a mixed-use building. Parents have sole responsibility for ensuring that children enter and leave the Ipswich Tuition Centre safely. Students, Staff and parents should be made aware of this.

##### **During normal hours of business.**

During tutorials there should always be two members of staff on the premises. If for any reason a member of staff fails to attend, then the Director should be contacted. The Director will arrange for a replacement member of staff to attend. This will normally take place prior to the time of tutorial.

In extreme situations when the second member of staff is late or has to leave early then the tutorials should be suspended. Children should not be allowed into the main classroom area (through the inner door of the Courtroom Suite) but should be asked to remain together in the waiting area which is a public area. Parents dropping off or picking up children should be advised of the situation and asked to stay with their child until a second member of staff arrives or the tutorial is cancelled.

To enter and leave the Ipswich Tuition Centre you have to go through two doors, the front door and an internal office door. Both doors are unlocked during teaching time and the lead tutor monitors people entering and leaving through the inner door.

Students should be marked as present or otherwise on the register. Any person in the centre who is not a student attending a tutorial, or a parent dropping off or picking up a student, should be noted on class registers.

When leaving the premises children should be picked up by parents or other responsible persons from the Centre. Older children will be allowed to leave the building unaccompanied if this has been agreed in advance with a responsible adult.

**Toilets-** Students will be shown where the toilets are during their initial assessment. They will be shown where the light switches are and how to use the hot water taps. They will be encouraged to report any problems. During tutorials students should always seek permission to visit the toilets from the tutor and their absence will be monitored by the tutor.

**Falls and trips-** All students will be advised not to run, jump or skip in the centre and given other advice to protect them from harm whilst in the centre and using the equipment and other facilities.

##### **Procedures outside normal hours of business.**

Children attend the centre outside of published tuition times for example for an assessment prior to registration. It is not always possible to have two staff members on duty therefore the second responsible adult should be the parent, guardian or professional childcare

worker of that child or children. The responsible adult should be advised prior to the meeting that they will be acting in that role. If they cannot remain then they must be asked to take the child with them.

### **Vulnerable Children**

Some of the children using the centre may be especially vulnerable. They may be in care or have physical or mental conditions that make them more vulnerable. Information about known vulnerability will be shared with staff working with the child so they can introduce any necessary special measures in consultation with the child, parents/guardians and the Director.

The stairs mean that wheelchair users and other severely disabled people will only be able to access the centre with assistance. A separate risk assessment should be undertaken before accepting wheelchair users and people with mobility difficulties.

### **Fire Safety and General Health and Safety**

All users of the centre will be made aware of the current Ipswich Tuition Centre fire safety advice and evacuation procedures. Fire safety information will be displayed in the Centre. In case of fire the registers will be used to ensure all people in the centre are accounted for.

Ipswich Tuition Centre has a Health and Safety Policy including relevant risk assessments. All staff will know of the relevant health and safety documents and the location of the first aid kit and accident book. At least one member of staff will have first aid training relevant to schools and or offices.

## **5. Complaints and or accusations**

All complaints and any accusation of inappropriate behaviour should be made to the Director immediately or, if the circumstances warrant it, directly to the police or safeguarding children panel.

The Director will listen to any complaint or accusation and will notify the Local authority duty officer of any matter relating to the safeguarding of children within 24 hours. All complaints and accusations will be fully documented.

Actions to deal with the complaint or accusation will be taken in liaison with the Local Authority Designated Officer (LADO). The immediate concern will be to ensure the child affected is protected from any future harm while investigations are conducted. This may well include changing the child's tutors and or suspending members of staff. Any action taken will be reported to the LADO.

If an individual is removed from working with children (or would have been if they had not left first) because the person poses a risk of harm to children, the Director will make a referral to the Disclosure and Barring Service. All complaints will be investigated in line with

the Suffolk Safeguarding Children Boards Guidance whether or not the person leaves the organisation.

## 6. British Values Policy

At ITC, we actively promote inclusion, equality of opportunity, the valuing of diversity and British values.

Under the Equality Act 2010, which underpins standards of behaviour and incorporates both British and universal values, we have a legal obligation not to directly or indirectly discriminate against, harass or victimise those with protected characteristics. At ITC we ensure at all times we actively promote;

- *Democracy*, or making decisions together
- *Rule of law*, or understanding that rules matter
- *Individual liberty*, or freedom for all
- *Mutual respect and tolerance*, or treating others as you want to be treated

And we acknowledge it is not acceptable to;

- actively promote intolerance of other faiths, cultures and races
- fail to challenge gender stereotypes and routinely segregate girls and boys
- isolate children from their wider community
- fail to challenge behaviours (whether of staff, children or parents) that are not in line with the fundamental British values of democracy, rule of law, individual liberty, mutual respect and tolerance for those with different faiths and beliefs

### Prevent duty

Under the Counter-Terrorism and Security Act 2015 we also have a duty *"to have due regard to the need to prevent people from being drawn into terrorism"*

Matt Mudie  
Director, Ipswich Tuition Centre  
August 2019

### References

Working Together to Safeguard Children 2013  
[www.safenetwork.co.uk](http://www.safenetwork.co.uk)  
[www.nspcc.org.uk](http://www.nspcc.org.uk)  
<http://suffolksafeguardingchildrenboard.onesuffolk.net/>  
<http://www.whiteribboncampaign.co.uk/>  
Department for Education "Keeping children safe in education: information for all school and college staff" [www.gov.uk/government/publications](http://www.gov.uk/government/publications) Crown: 2014